



KONICA MINOLTA

SSD SUPPORT SOLUTIONS

7155 - ALL ACTIVE SOLUTIONS

June 2009

This document contains information that was exported directly from Konica Minolta's SSD Support knowledge base. Some solutions may contain hyperlink references which originally contained links to graphic or text files. If you wish to view these files, you must access the solutions via SSD CS Expert Support on Konica Minolta's website, www.kmbs.konicaminolta.us.

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Solution ID TAUS0808280EN***Solution Usage** 2**Description**

PROBLEM:

Toner spew, over toning.

Solution

CAUSE:

Incorrect DSD(Drum Space Distance) with the Developer unit.

SOLUTION:

Adjust the DSD space rollers on developer sleeve assembly.

SPECIAL NOTE: Solution contribution by Don St. Onge, Workgroup/SSD

Solution ID TAUS0800352EN***Solution Usage****Description**

DF-322, varying registration.

Solution

CAUSE: ThePlaten guide assembly is damaged.

SOLUTION: Replace the Platen guide assembly (p/n 13QA-6181).

Note :The three black Light Shield Sheets attached to the Platen Guide Part/Left (p/n 13QE41030) will also most likely be damaged allowing exposure light to leak onto the registration sensor.If damaged, replace the three Light Shield Sheets (p/n 13QA45290).

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0623254EN***Solution Usage** 21**Description**

Intermittent SC49-01.

Solution**PROBABLE CAUSES:**

1. The IP-511 hard drive start up code is corrupt.

Ghost the hard drive with the available image via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'. In most cases ghosting the IP-511 hard drive will resolve the SC49-01 issue.

Note : The IP511 620 20g drive.exe or IP511 620 6g drive.exe image can be used with a licensed version of Symantec Ghost® (version 6.5 or greater) on a formatted PC or laptop hard drive. These files were created by request for Konica Minolta service organizations who use the Symantec Ghost® application.

CAUTION : The drives from which these images were created are different. IP511 620 20g drive.exe is a 20GB drive image and IP511 620 6g drive.exe is a 6007MB (6GB) drive image. Use ONLY on a drive of the same size when "ghosting" these images to another drive. The upgrade procedure for this method is contained in the attached document. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.

If unable to purchase a licensed copy of Symantec Ghost®, please use the standard method of updating IP-511 code.

To purchase Symantec Ghost® (now Norton Ghost®) visit the Norton from Symantec™ Store http://shop.symantecstore.com/store/symnaahho/DisplayHomePage/en_US/ThemeID.106300

2. The IP-511 hard drive has failed.

Replace the failed hard drive (p/n 13RP-9040).

3. Failed printer control board assembly.

Ensure that the system code on the IP-511 is at minimum version 6.2.0. Remove the IP-511 from the main body and inspect the connection to the main body for any damage or pins out of place. Reseat the IP-511 onto the main body and verify operation. If the service code continues to occur, replace the printer control board assembly (p/n 13RN-7320).

4. Failed IP-511 memory module.

To check the memory module, perform the following:

a. Power the printer OFF (using the main power switch located on the rear left side of the main body).

b. Remove any additional memory modules, which have been installed on the IP unit.

c. Power the copier ON. If the IP boots up successfully one or more of the memory modules has failed. Replace the memory modules [MU-404/64MB] (Item #950218) or [MU405/128MB] (Item #950219) as necessary.

5. The main body Printer CB has failed.

Replace the failed main body PCB (p/n 56AA-9021).

6. The power being supplied to the printer suspect.

Install a power monitor to determine if the AC outlet is causing the problem.

Solution ID TAUS0626992EN***Solution Usage** 12**Description**

SC49-04 at power up.

Solution

CAUSE: The controller hard drive has failed.

SOLUTION: Perform a recovery of the system code using the instructions below. If the problem persists, replace the controller hard drive (p/n 13RP-9040 for IP-511 and p/n 14KX-9040 for IP-511A).

The controller contains an image of the system code on a separate partition of the hard drive. To recover the system, perform the following:

1. Connect a null modem cable (RS232C serial cable terminated in a female 9-pin D-Sub connector on both ends) to the service port of the controller and a serial port of a laptop or PC running Microsoft® Windows.

2. Run Hyper Terminal with a setting of 9600, 1 stop bit, no parity, and no flow control.

Note : To view the above link, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

<http://www.adobe.com/products/acrobat/readstep2.html>.

3. Once Hyper Terminal is started, power ON the printer.

4. Once the memory test screen starts, press "k" and then "a".

5. The system should start to boot to DOS. Press Enter when asked for Date and Time.

6. At the DOS prompt, type "d: Recovery". The controller will initiate a batch file that reloads system code. This process will take approximately 3 - 4 minutes.

7. Once writing is complete, a message "Recovery Done" will display in the Terminal Session. Power OFF the machine and remove the serial cable. The system can now be initialized.

8. If the system image is older than current system code, updated system code can now be installed once the printer has initialized completely. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Notes :

a. The recommended file to use when performing a recovery of the system software is the Recovery.bat file. However, there are three recovery files on the D partition:

D:\Recovery.bat

D:\VER600\install.bat (same as recovery.bat)

D:\VER570\Install.bat.

- b. If the recovery does not complete from the Recovery.bat file then change directories and run the VER570\install.bat file. This will install version 5.5.1 system software (not version 5.7.0). Once 5.5.1 is loaded and initializes correctly, install version 6.0.0 system software and any related patches.
- c. If any of the processes do not take place, check the contents of the D:\ drive by performing a dir command. If the contents do not list D:\Recovery.bat , D:\VER600\install.bat , and D:\VER570\Install.bat then the D: partition has not been installed correctly. The drive must be sent back to test lab for recovery.

Solution ID TAUS0627513EN*

Solution Usage 0

Description

When browsing the web utilities with Microsoft® Internet Explorer, the page is in Japanese.

Solution

PROBABLE CAUSES:

1. A glitch in the cache may be causing a refresh problem.

Delete all cache files and clear the history. Simply right-click on the IE desktop icon and select Internet Properties. Click on [Delete Files...], [Clear/Delete History], [Delete Cookies...](optional), then OK .

Note : To view the above PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

2. The NIC firmware is corrupted.

Reset the NIC to factory defaults. To reset the NIC to factory settings, perform the following:

a. Power down the IP unit and remove the small rear cover.

Note : Please remove the network connector from the NIC when performing the reset.

b. Set jumper OP2 to the lower 2 pins, (bottom and middle) for factory initialization.

c. Power the IP unit ON and leave it on for five minutes.

d. Power down the IP unit and reset jumper OP2 to the upper 2 pins (upper and middle).

e. Install the rear cover.

f. The card should now be initialized and should print a status page once both the IP unit and the printer have come to a ready state.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0900085EN*

Solution Usage 0

Description

Unable to scan to E-mail using a Microsoft® Exchange Server 2007.

Solution

CAUSE: The Microsoft® Exchange Server is not set up correctly.

SOLUTION: Please use the attached settings to set up scan to E-mail on the Microsoft® Exchange Server 2007. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

CAUTION : The following instructions to create an Anonymous SMTP Receive Connector are NOT to be attempted by a technician. They are provided only for use by an EXPERIENCED Microsoft Exchange 2007 Administrator, as failure to follow these instructions in any way may have a detrimental effect on E-mail flow in Exchange 2007. The instructions provided have been tested numerous times and are known to work. They are currently in production use in-house at Konica Minolta and several customer environments.

SPECIAL NOTE : Solution contribution by Jim DiSarro, Workgroup/SSD and Mark D'Attilio/Ian Lynch, Production Print/SSD

Solution ID TAUS0703721EN***Solution Usage** 1**Description**

Gray background, but only when copying using the Auto Exposure mode.

Solution

CAUSE: Failed CCD.

SOLUTION: Replace the CCD unit (7155/7165 CCD: p/n 56AA-6300; 7255/7272 CCD: p/n 56QA -630 1; Di551/Di650 CCD: p/n 4024-3120-01; Di5510/Di7210 CCD: p/n 4396-1238-01).

SPECIAL NOTE : Solution provided by Mark McFarlane, Hughes-Calihan Corporation

Solution ID TAUS0630552EN***Solution Usage** 0**Description**

Horizontal black lines separated by approximately 56mm in halftones in the last half of the image and/or abnormal noise generation during warm-up under the following conditions:

Immediately after having been idle for an extended period of time.

When the paper in use is larger than 8.5x11.

If the image is high density (containing many dots).

Solution

CAUSE:A change of material in the Paper exit Conveyance Roller/Upper (p/n 56AA53071) allows development of flat spotswhich can cause both noise and transfer jitter lines to occur.

SOLUTION: To correct:

1. Ensure that the engine firmware is at the following levels:

a. 7155/7165 Print Control version 14 or later

b. 7255/7272 Print Control version 14 or later

Note : This is the lowestfirmware version that provides therequired dipswitch setting.

2. Set 25 Mode Dipswitch 26-7 to [1] to provide slight fixing roller rotation to prevent constant contact at the roller nip and avoid flat spot generation.

3. If the problem persists, apply Molytherm grease #2 to the surface of Paper Exit Drive Gear/2 (p/n 56AA77230).The grease can be sourced locally or online.

4. If the problem still occurs, replace the Paper Exit Conveyance Roller/Upper with theprevious type using the newly assigned part number (p/n 56AAK0090).

IMPORTANT : DO NOTorder theoriginal productionroller as p/n 56AA53070. To prevent a parts order for thepreviously utilizedroller from "subbing up" to p/n56AA53071 (the current roller exhibiting the symptoms), adifferent part number has been assigned to thatoriginal production roller (p/n 56AAK0090).

5. In some situations, it may also require installation of a Ferrite Core on the network communication cable.

Solution ID TAUS0801686EN***Solution Usage****Description**

Background on copies.

Solution

CAUSE: Poor grounding due to failed drum support bearing.

SOLUTION: Replace the drum support bearing in the drum drive unit (p/n 56AA 7501 0). SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID TAUS0802265EN***Solution Usage****Description**

Toner is scattered around images when printing on thick paper. This is particularly noticable with text.

Solution

CAUSE: Incorrect transfer/separation setting.

SOLUTION: Change soft switch 6, bit 3 to ON (switch 6, bit 4 should remain OFF).

Note : This setting affects copy quality only when the Thick mode is selected.

SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID TAUS0617966EN***Solution Usage** 29**Description**

SC46-08 at power up (may be intermittent). Possible overtoneing, background and light copies.

Solution

PROBABLE CAUSES:

1. A poor connection exists on the image CB and/or the main CB, or the write unit has failed. Reseat all connectors on the image CB and main CB. Replace the write unit if needed (p/n 56AE-6500).

2. LD1 or LD2 has failed and the image generated by the laser is not being output on the test pages. This results in only half of the test pattern being printed in test mode. Generate a test page in the 36 mode, Test Pattern Output mode. Enter a data of 5 which will print out a pattern for LD1 and LD2. Replace the write unit (p/n 56AE-6500) if necessary.

Solution ID TAUS0643548EN***Solution Usage** 3**Description**

SC29-03 (patches are not output during D-Max correction), SC46-08 (image write, index sensor failure) and blank or black copies. The service codes and copy quality issue seems to alternate, but failures are constant.

Solution

CAUSE: The Write Unit has become disconnected, slid out of position or has failed.

Note : The ICBand PRCB were recently replaced.

SOLUTION: Reseat all of the connections to the Write unit. Reinstall Write unit. Reseat all of the connections to the Write unit. If issue continues, replace the Write Unit (p/n 4396-1239-01 for 7255/7272/Di5510/Di7210, p/n 4024-2050-01 for 7155/Di551, p/n 4024-2052-01 for 7165/Di650).

SPECIAL NOTE : Solution contribution by Don St. Onge, Workgroup/SSD

Solution ID TAUS0802706EN***Solution Usage****Description**

DF-316, evenly spaced lines on the copies when using the document feeder.

Solution

CAUSE: The Image Processing board has failed.

SOLUTION: Replace the IPB (p/n 56AA-9012).

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0619922EN***Solution Usage** 5**Description**

DF-316/DF-322/EDH-4/EDH-7, lines on copies when using the RADF/EDH.

Solution

CAUSE: The SCDB has failed.

SOLUTION: Reseat all connectors on the scanner drive board or PWB assembly. Replace the SCDB (p/n 56AA-9090 for the 7155/7165) or the PWB assembly (p/n 4024-2893-01 for the Di551/Di650/Di7210/Di5510/7272/7255) if needed.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0646042EN***Solution Usage** 3**Description**

Copies are very light towards the rear. Text has a halo effect if examined closely under magnification or a loupe.

Solution

Note : The drum, developer, and coronas have been replaced. However the issue returns after 5,000 to 10,000 copies. The drum ground and bias connections seem to be properly connected when checked with a meter (less than 10 ohms of resistance).

CAUSE: Failed developing unit. In some cases, developer may seep into the side seals of the magnet roller. This affects the bias voltage applied to the outside of the magnet roller (bias voltage is lost), causing background and halo effect on some text. In addition the developer that collects in the core of the magnet roller causes light image usually at the rear of the copies. A flattening of the developer brush can be seen if you examine it closely. Tilt the developing unit slightly as you rotate the magnet roller. The brush that forms will be flattened where the light image is being produced.

SOLUTION: Replace the developing unit assembly (Di650/Di551/7155/7165 -p/n 4024-1024-01 and Di5510/Di7210/7255/7272- p/n 4396-1010-01) and the developer.

Solution ID TAUS0643221EN***Solution Usage** 2**Description**

Approximately 3mm to 4mm all around the image is being cut off when scanning to FTP. The originals are 8.5x11 and have image at the edge of the page. Even when selecting reduction, the image is still being cut off.

Solution

CAUSE: All scanning through the EDH or platen is subject to edge erase. All four sides of the scanned image are erased approximately 2mm to 4mm all around the entire document. This is done to prevent the edge of the originals from scanning which will produce a shadow/line when imaged. This is the default function when a document is scanned.

SOLUTION: To remedy this issue make the following selections in the Scan to FTP mode:

1. Under "Function" select the "Application" key.
2. Under "Application" select All-Image Area.
3. Press the [Start] button.

The entire image should be reproduced with these settings.

Note : These settings must be selected each time a job is scanned. The All-Image Area setting can not be made as a default setting. This setting works in all three scan modes: scan to HDD, FTP, and E-Mail.

Solution ID TAUS0700453EN*

Solution Usage 737

Description

NVRAM Troubleshooting Procedure used to identify NVRAM problems and information concerning damaged or missing NVRAM/BRU.

Solution

bizhub C250/C252/C300/C350/C351/C450

NVRAM trouble codes (C-D3xx codes) can occur at any time. Mostly these codes happen when updating firmware. A NVRAM Data Restore procedure was announced a few months ago to address these codes:

Stop, 0, 7, 1, 3, 9, *

What this procedure does is take a good image of the NVRAM off the MFP board (created when you performed the NVRAM Data Backup) and restore it to the NVRAM. There are approximately 30 registers that can be corrupt, so the above procedure may have to be done as much as 30 times.

WARNING : If a corrupt NVRAM is suspected, DO NOT perform the NVRAM Data Backup. This will take the corrupt NVRAM image and back it up to the MFP board. If this is done, and the NVRAM is replaced, the corrupt data that was just backed up will be transferred to the new NVRAM. If this is the case, then the NVRAM and MFP board will have to be replaced as a set.

Known unrecoverable NVRAM symptoms:

1. Stuck on hourglass screen
2. Incorrect meters
3. When performing the NVRAM restore procedure the codes repeat themselves

Note : One thing that has been noticed is these machines seem to be highly susceptible to voltage sags and spikes. It is HIGHLY recommended to install a quality power line conditioner on these machines.

Known fixes for various codes:

C-D36E and C-E002 – Install Phase 3.01 firmware (H5 or H6 depending on model).

If a corrupt NVRAM is suspected, please try performing a Data Clear. This can be found in the Tech Rep mode.

CAUTION : All programmed addresses will be cleared. Please backup the address data using PageScope Web Connection to backup the data before performing the Data Clear. If NVRAM replacement is necessary please be aware that the meters may not be transferred and they might be reset to zero. This is unrecoverable and the correct meters cannot be input.

8020/CF2002/8031/CF3102

Codes C-3C00 through C-3C40 indicate a corrupt BRU.

Codes C-3C50 through C-3C90 indicates a problem with the PWB-C board or the scanner to main body cable.

8050/CF5001/bizhub PRO C500

The NVRAM for the C500 cannot be replaced in the field. The only way to correct a corrupt NVRAM is to send the OACB, NVRAM, and PRCB into Konica Minolta to be reset.

Known defective NVRAM symptoms:

1. Meters or default adjustment values are extremely high.
2. Adjustments do not hold after powering the machine OFF/ON.

Note : On the Black and White machines verify that the NVRAM is bad by swapping a good NVRAM from another machine in the same product family. This will save significant time and expense in getting back the machine in working condition.

bizhub 200/250/350

Common symptoms when NVRAM replacement may be necessary:

1. Machine not going to ready state.
2. Not printing to a host name with DHCP.
3. Not scanning to E-mail.
4. On startup, abort code 0x0000999a .
5. Abort code 0x00f00b00 .
6. Not printing.
7. Machine rebooting every few minutes.
8. Screen freezing in Konica Minolta logo.
9. Keep losing machine settings when power OFF.

bizhub 420/500

Common symptoms when NVRAM replacement may be necessary:

Note : First try to flash the machine to the latest firmware before swapping the NVRAM because the firmware fixes many of the following symptoms:

1. Screen freeze in Konica Minolta logo.
2. Fax unit locking up the MFP or not recognized.
3. C-E084 error code.
4. Cannot PING the MFP.
5. C-D203 error code.
6. Display resetting to Japanese.
7. Losing network settings after firmware upgrade.
8. C-E002 error code.
9. Scan to E-mail or FTP.
10. Loss of adjustment data.
11. Total counter is reset.
12. Display TCR adjustment.
13. C-284x error code.

bizhub 600/750

Common symptoms when NVRAM replacement may be necessary:

1. Screen freeze in Konica Minolta logo.
2. Cannot recognize document feeder.
3. Error code SC2203 .

7145/7255

Common symptoms when NVRAM replacement may be necessary:

1. Blank screen.
2. Loss of E-mail addresses.
3. Loss of settings.
4. Error code E56-01 .

Ordering Procedures

Call the SSD Hotline at 800-825-5664, to open a Problem Ticket.

IMPORTANT : All requests for NVRAMs must be approved by the SSD Hotline and a problem ticket generated. If a request is received without an established problem ticket number the request will be denied.

The NVRAM can be ordered via the Online Technical & Special Program order form located within MyKonicaMinolta.com:

1. Login to MKM.com.
2. Select the Service tab.
3. Select Warranty, Repair, & Special Programs (menu at left side of screen).
4. Click on Warranty Services & Technical/FOC Programs (in center of screen).
5. Select NVRAM/BRU Replacement Program.

Updates/Status

Call Logistics at 201-934-5339.

Notes :

a. Refer to the attached RA form and Bulletin Number 5783 for more detail. The bulletin may be a bit out-of-date concerning actual ordering procedures and applicable models.

b. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

<http://www.adobe.com/products/acrobat/readstep2.html> .

SPECIAL NOTE : Solution contribution by Clinton Marquardt, ESS/SSD and Cesar Jimenez and Ed Bellone, Production Print/SSD

Solution ID TAUS0656768EN*

Solution Usage 49

Description

What Konica Minolta printer drivers will come bundled with Microsoft® Windows Vista™ and what is the release schedule for Vista™-compatible drivers?

Solution

Please refer to the Windows Vista™ Hardware Compatibility List for Printers & Scanners.

For EFI legacy products that will not receive a Vista™-specific driver, refer to the following statement:

"The previous drivers (System 5/5e-8/8e) will not work on 64-bit Vista™. However, these drivers will work on the 32-bit version of Windows Vista™ with minor issues."

Known issue : Borders and frames around icons and panes within the driver UI may not show up correctly.

Notes :

1. If a previous driver was Microsoft® Windows XP WHQL certified, Microsoft® also honors the digital signature (CAT file) on Windows Vista™.
2. The latest print drivers are available via the Konica Minolta Download Selector. Access the Selector from the KMBS public site (<http://www.kmbs.konicaminolta.us>) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
3. The Windows Vista™ Compatibility Legend can be viewed at: <http://kmbs.konicaminolta.us/content/support/vistasupport.html>
4. Refer to the attached document for a list of Konica Minolta printer drivers that come bundled with Microsoft® Windows Vista™. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

SPECIAL NOTE : Solution contribution by Bill Ehmke, ESS/SSD and Jim Behrends, Production Print/SSD

Solution ID TAUS0701604EN*

Solution Usage 39

Description

NVRAM/BRU replacement form.

Solution

The online NVRAM/BRU Replacement RA/Claim form is referenced in attached Bulletin Number 5783.

Notes :

1. AN SSD TICKET NUMBER MUST BE ASSIGNED IN ORDER TO PLACE A NVRAM/BRU ORDER ONLINE. All requests for NVRAMs must be approved by the SSD Hotline and a problem ticket generated. If a request is received without an established problem ticket number, the request will be denied.
2. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

<http://www.adobe.com/products/acrobat/readstep2.html> .

SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

Solution ID TAUS0801227EN*

Solution Usage 19

Description

NVRAM replacement.

Solution

For NVRAM replacement, please follow these instructions:

CAUTION : Once a NVRAM is installed in an MFP and the MFP is powered up, the NVRAM is no longer useful for any other MFP. As a general rule, swapping a NVRAM between different MFPs is not allowed. NEVER replace a NVRAM from a different model or from any model with a different firmware version.

bizhub C650/C550/C451/C353/C253/C203

To replace a NVRAM;

1. Install new NVRAM in the MFP.
2. Power ON the MFP.

Note : When installing new NVRAM and turning on MFP first time, NVRAM is initialized according to the model/firmware version of the MFP in which the NVRAM is installed. While initializing, a hourglass screen is displayed for about 90 seconds. Do not power OFF the MFP while the hourglass screen is indicated.

3. Make following setting correctly in Service Mode.

System1 => Marketing Area

System2 => HDD

System2 => Option Board Status

System2 => Image Controller Setting

System2 => Software Switch Setting (required for bizhub product only)

* Switch Number 10

* Hex Assignment: 02

4. Power OFF/ON the MFP.

5. Do the setup procedure instructed in the Installation Manual.

Please refer to attached documentation for details.

7145/Di451

Please refer to attached documentation for details.

bizhub 500/420/360

Please refer to attached documentation for details.

7165/7155/Di650/Di551

Please refer to attached documentation for details.

7272/7255/Di7210/Di5510

Please refer to attached documentation for details.

bizhub 750/600

Please refer to attached documentation for details.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

<http://www.adobe.com/products/acrobat/readstep2.html> .

SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0800962EN*

Solution Usage 18

Description

SERVER CONNECT ERROR message and unable to scan to E-mail via Microsoft® Exchange Server 2003 and 2007.

Solution

CAUSE: An exception for the printer was not added to the Microsoft® Exchange Server.

SOLUTION: Have the server Administrator add an exception for the printer to the Exchange exceptions list.

1. Open the Control panel and select Windows Firewall.
2. Select Exceptions and Add Port.
3. Add a name and Port number.
4. Click on Change Scope.
5. Select Custom List and add the IP address for the exception.

SPECIAL NOTE: Solution contribution by Mark D'Attilio, Production Print/SSD, SPECIAL NOTE: Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID TAUS0801706EN*

Solution Usage 7

Description

Paper Test requirements.

Solution

For initial test the dealer/branch must supply 1000 sheets of the media paper. Once the paper is received the ticket is transferred to ESS.

If the initial test does not have any issues then a second test can be done. The dealer/branch must supply enough media to cover 1/3 of a PM cycle. There is a charge involved to cover labor and supplies. The dealer/branch will be notified by ESS before the test to communicate the charges.

SPECIAL NOTE : Solution contribution by Cesar Jimenez and Ian Lynch, Production Print/SSD

Solution ID TAUS0603927EN*

Solution Usage 5

Description

How to print onto 8.5x11 inch tab paper.

Solution

Requirements :

1. Konica Minolta Visual PostScript driver 7.01 or higher.
2. 11x8.5 plus 1/5 cut tabs paper.

PROCEDURE

On the main body:

1. Load tab paper in the "R" orientation into the bypass tray with the tabs facing the front of the machine.
2. On the main body operation panel press the button which represents the bypass tray.
3. Select paper type/size.
4. Select non STD size.
5. Input a height of 229 mm.
6. Input a width of 279 mm.
7. Select OK.

Within the document to be printed:

1. Select file from the menu bar then select page setup.
2. Select Properties.
3. Select the set up tab.
4. Select landscape.
5. Select custom as the original paper size.
6. Using millimeters as the unit of measure, input a value of 2790 for the length and 2290 for the width.
7. Select the bypass tray as the paper source.
8. Select OK (twice).
9. The print driver and main body are now configured for printing onto tab paper.

Solution ID TAUS0606924EN*

Solution Usage 5

Description

How to copy/print onto envelopes.

Solution

Konica Minolta does not recommend copying/printing onto envelopes, as the MFP was not designed to run envelopes. Additionally, envelopes do not meet the standards set for paper specifications. Their multi-layer make-up, adhesive, and odd size make it unreliable and potentially damaging to the MFP. The following special paper is recommended:

Transparency film

Labels

Hole punch

Rag content

Note : These special papers must only be fed from the multi-sheet bypass tray.

Solution ID TAUS0703268EN*

Solution Usage 4

Description

ISW error codes list.

Solution

ISWERROR CODES

Error Code

Description

Action

01

There is an error in the command to ISW processing unit.

Program is not executing normally. Restart from power ON and re-execute the ISW.

1F

A program error is detected.

Program is not executing normally. Restart from power ON and re-execute the ISW.

41

Input data format error

Check the ISW transfer data file.

42

Invalid machine name input data

Check the ISW transfer data file.

43

Invalid board name input data

Check the ISW transfer data file.

81

Input device error such as input timeout.

Check that the communication cable between input devices (PC or ISW Tool) is properly connected.

C1

Failed to erase flash ROM. (during ISW to image control board)

There is an error in the flash ROM on the image control board. Restart from ISW. If the error persists, the life of the image control board flash ROM may have expired. Replace the image control board.

C2

Failed to write flash ROM. (during ISW to image control board)

There is an error in the flash ROM on the image control board. Restart from ISW. If the error persists, the life of the image control board flash ROM may have expired. Replace the image control board.

Error Code

Description

Action

C3

ROM checksum error. (during ISW to image control board)

The checksum result after program writing does not match the ROM checksum data of the ISW transfer data file. Restart from ISW. If the error persists, the ISW transfer data file may not be created correctly.

C4

Output device error such as output timeout

An error was detected in the ISW board targeted at that time. Check the ISW board.

E1

Failed to erase flash ROM. (during ISW to printer control board and FNS control board)

There is an error in the flash ROM on the printer control board or FNS control board. Restart from ISW. If the error persists, the life of the targeted flash ROM may have expired. Replace the targeted control board.

E2

Failed to write flash ROM. (during ISW to printer control board and FNS control board)

There is an error in the flash ROM on the printer control board or FNS control board. Restart from ISW. If the error persists, the life of the targeted flash ROM may have expired. Replace the targeted control board.

E3

Communication error between image control board, printer control board, and FNS control board (during ISW to printer control board and FNS control board)

Check the I/F between the image control board and printer control board, or I/F between the printer control board and FNS control board.

Error Code

Description

Action

F80-11

Printer Control ISW not written

Perform ISW data install

F80-21

VIF Control ISW not written

Perform ISW data install

F80-30

ISW time-out

Perform ISW data install

F80-31

ISW data error

Perform ISW data install

F80-32

ISW write error

Perform ISW data install

F80-40

FNS ISW not written

Perform ISW data install

F80-41

ZU ISW not written

Perform ISW data install

Note : Please refer to attached Error Codes list. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0801272EN*

Solution Usage 4

Description

Support for Account track, Secure print, and User authentication from Unix/Linux environments.

Solution

Konica Minolta does not support Account track, Secure print, and User authentication from Unix/Linux environments at this time. The availability of these options for Unix/Linux environments is being considered for future development.

Please attach ticket to this solution and provide the following information;

1. Product model number(s).
 2. Now many products placed or being considered for placement.
 3. What "flavor" and version of Unix/Linux operating system.
- SPECIAL NOTE : Solution contribution by Tony Pizzoferrato, ESS/SSD

Solution ID TAUS0900739EN*

Solution Usage 4

Description

How to load a 64-bit driver on a 32-bit Server system (Microsoft® Windows 2003 Server/Vista™).

Solution

Please follow this step-by-step procedure and refer to the attached video.

1. Load the 64-bit driver on the client.
2. Load the 32-bit driver on the server and share it out.
Note : If you receive a pop-up indicating "COPY ERROR", setup cannot copy this file. Example: KOZJA_PP_. This could possibly be a file path length limitation. Try reducing this limitation by pulling out the specific driver needed and placing it on the desktop.
3. From the 64-bit client perform the Run command to connect to the 32-bit server (example: \\11.11.5.33) and press enter.
4. Double-click on the shared out printer.
5. Select printer and then properties.
6. Select the Sharing tab and click on the additional drivers box.
7. Select or check-off the 64-bit (x64) driver to be added to the 32-bit server.
8. Select OK and the 64-bit driver should be pushed up to the server.
9. Check the additional drivers of the client and server to confirm that the x86 (32-bit) and x64 are both installed.

Notes :

- a. This was tested on like versions of 32-bit and 64-bit drivers.
 - b. To view this procedure, Apple® QuickTime® should be installed. It can be downloaded for free at <http://www.apple.com/quicktime/download/>.
- SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

Solution ID TAUS0601745EN*

Solution Usage 3

Description

What is the capacity of the hard drive (HD-105)?

Solution

The capacity of the MFP optional HDD is 20GB.

Note : The HD-105 (Item #950556) is a standard drive, yet it is highly recommended that it be ordered from Konica Minolta.

SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID TAUS0603169EN*

Solution Usage 3

Description

Can NCR PAPER® be used as copy paper?

Solution

NCR PAPER® has only been approved for use in the bizhub PRO C500/920/1050.

Konica Minolta recommends an NCR PAPER® named Xero/Form® II from Appleton Papers in Wisconsin. Xero/Form® II is a vegetable-based product that works extremely well.

Note : For the bizhub PRO C500 and 920, refer to Bulletin #5349 . For the bizhub PRO 1050 series see Marketing Bulletin #05-GB-014 .

To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
<http://www.adobe.com/products/acrobat/readstep2.html> .

Solution ID TAUS0615546EN*

Solution Usage 3

Description

How to disable auto T/S corona electrode cleaning.

Solution

To disable auto transfer/separation electrode cleaning, perform the following:

1. Power the copier OFF.
 2. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
 3. Touch [1. Software switch setting] on the touchscreen.
 4. Scroll to software switch 2-4 or 3-4 using the arrow keys.
 5. Set 2-4 to 1 (OFF) for the 7055/7065. Set 3-4 to 1 (OFF) for the 7075/7085/Force75/Force85, 7155/7165/7255/7272/Force65, Di551/Di650, Di750/Di850 and Di5510/Di7210.
 6. Power the copier OFF/ON to exit the 25 mode.
- SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

Solution ID TAUS0615561EN*

Solution Usage 3

Description

How to disable auto charge electrode cleaning.

Solution

To disable auto charge electrode cleaning, perform the following:

1. Power the copier OFF.
2. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
3. Touch [1. Software switch setting] on the touchscreen.
4. Scroll to software switch 2-3 using the arrow keys.
5. Set 2-3 to 1 (OFF) for the 7055/7065. Set 3-3 to 1 (OFF) for the 7075/7085/Force75/Force85, 7155/7165/7255/7272/Force65, Di551/Di650, Di750/Di850 and Di5510/Di7210.
6. Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0619462EN*

Solution Usage 3

Description

What is the recommended tab paper?

Solution

The recommended tab paper is made by Avery® and the product number is 7103. Series 7100 is 90lb white index and is 9x11.

Solution ID TAUS0626073EN*

Solution Usage 3

Description

How to set up the main body NIC TCP/IP address.

Solution

To program the main body NIC TCP/IP address, perform the following:

1. Access the 25 mode (hold down the 2 and 5 keys and power the unit ON) or hold the P key down until the message 'Enter 4-digit Password To Change' is displayed.

Note : The button must be held down for about 5 seconds before the message is displayed.

2. Enter the password 9272 and press the Start Print button.
 3. Select [1] (Software SW setting).
 4. Using the left arrow, scroll until 22 is displayed.
 5. Ensure 22-00 is displayed and then press ON.
- Note : SW22-00 must be on to enable the TCP/IP address setting for the internal NIC.
6. Access the Key Operator Mode by pressing the HELP key then touching KEY OPERATOR MODE from the touchscreen.
 7. At the Key Operator screen, touch the down arrow which is located at the bottom left corner of the touchscreen then touch [1] System Initial Setting.
 8. Select [3] TCP/IP address Setting.
 9. Enter the TCP/IP address, Subnet Mask, Gateway and press OK.
- SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0627763EN*

Solution Usage 3

Description

Vellum paper specifications.

Solution

Vellum paper is outside of the special paper specifications of the machine therefore specific paper specification can not be provided. The paper may run through the machine, however Konica Minolta does not support a particular brand of vellum paper.

Note : Vellum paper has tendencies to hold a static charge causing the paper to have transfer problems with possible premature wearing of the drum. This paper, in some cases is coated, and could possibly lead to premature wearing of the fuser rollers or leave marks on the copies.

Solution ID TAUS0622167EN***Solution Usage** 2**Description**

Tab printing availability.

Solution

The most recent system software allows for tab printing functionality. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

Solution ID TAUS0623470EN***Solution Usage** 2**Description**

Hecon® key counter availability.

Solution

A kit (p/n SE95-4020) is available which includes all necessary mounting hardware and wiring. It does not include the key counter (PCUA 950816). If individual parts are ordered referring to Technical Operations Bulletin A4 D5 dated 6/25/03, the adapter wiring harness (p/n 1206K0010) is not needed since it is included with the kit. Use the long adapter wiring harness. The short one is not needed. Directions are included with the kit.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

Solution ID TAUS0701618EN***Solution Usage** 2**Description**

PostScript printer driver for Microsoft® Windows Vista™.

Solution

The latest printer drivers are available via the Konica Minolta Download Selector. Access the Selector from the KMBS public site (<http://www.kmbs.konicaminolta.us>), Support & Drivers tab, or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

The Windows Vista™ Compatibility Legend can be viewed at: <http://kmbs.konicaminolta.us/content/support/vistasupport.html>

Note : Refer to the attached document for a list of Konica Minolta printer drivers that come bundled with Microsoft® Windows Vista™. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0616012EN***Solution Usage** 1**Description**

How to change or delete a programmed user in conjunction with the Scan to E-mail, HDD or FTP features.

Solution

To change or delete a previously programmed user in conjunction with the Scan to E-mail, HDD or FTP features, perform the following:

1. Press the HELP key.
2. Press KEY OPERATOR MODE as indicated on the touchscreen.
3. Press the DOWN arrow one time.
4. Select [19] (Scan transmission setting).
5. Select E-Mail, HDD or FTP on the touchscreen.
6. Select CHANGE to change the address or select DELETE to delete the address.
7. Press OK and then RETURN to return to normal operating mode.

Solution ID TAUS0634392EN***Solution Usage** 1**Description**

How to clear a fuser service code (SC 34-xx, SC 35-xx, SC 36-xx).

Solution

Using the 25 mode, softswitch 3, bit 1 must be changed back to 0 (off). To do this, perform the following steps:

1. Access the 25 mode (hold down the 2 and 5 keys at power up) or turn the main switch ON and wait for the Ready to Copy message. Hold the Utility button down until the message "Enter 4-digit Password To Change" is displayed. (CF-5001 uses the P key instead of a Utility key).

Note : The button must be held down for about 5 seconds before the message is displayed.

2. Enter the password 9272 and press the Start (Print) button.

3. Press [1: Software SW setting] on the touchscreen.

4. Press the left up-arrow, which is displayed on the touchscreen, twice. The number displayed above the up-arrow will change to 03.

5. Select the bit number of switch 1, using the right up-arrow. 03-1 will be displayed.

6. Press the [OFF (0)] key, which is displayed on the touchscreen.

7. Power the machine OFF/ON to exit the 25 mode or press RETURN, MODE CHANGE and then BASIC SCREEN to return to normal operation.

Note : Please see the Service Manual for details.

Solution ID TAUS0641756EN*

Solution Usage 1

Description

Is a finisher required to print to the MFP?

Solution

Afinisher is not required to be installed on the printer.

Solution ID TAUS0657982EN*

Solution Usage 1

Description

What is the part number for the complete developing unit?

Solution

Developing unit(p/n 4024-1024-01 for 7155/7165/Di551/Di650 andp/n 4396-1010-01for 7255/7272/Di5510/Di7210).

SPECIAL NOTE : Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID TAUS0702779EN*

Solution Usage 1

Description

After ARPing LinkCom™ III, the LAN light still flashes and is not seen in PrintGuide™.

Solution

CAUSE: Incorrect procedure.

SOLUTION: After ARPing the LinkCom™ box, PING the TCP/IP address in order to activate the ARP. The light will go solid and it will be seen in PrintGuide™.

SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS

Solution ID TAUS0629188EN*

Solution Usage 0

Description

Can tab paper be 3/2 hole punched?

Solution

Tab paper cannot be punched. This is a machine limitation. Please refer to Paper information pg 4-12 of the User Manual for more detail.

Solution ID TAUS0645619EN*

Solution Usage 0

Description

How to put the document feeder (EDH. RADF) into test mode.

Solution

The 47 mode can be used to check the sensors and motors. Code 060 has several tests for the document feeders:

DF-313

DF-316

DF-317

DF-322

EDH-2

EDH-4

EDH-5

EDH-7

Note : Please see the attached Field Service Manual pages for details. To view the separate manual pages Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .
To access the file(s), WinZip® must be installed. WinZip® can be downloaded from the WinZip® website at <http://www.winzip.com/ddchomea.htm> .

Solution ID TAUS0657842EN*

Solution Usage

Description

F80-10 failure code.

Solution

CAUSE: A replacement FSCB (Finisher Control Board) was just installed and the firmware was not updated.

SOLUTION: Please update the firmware to the latest version for the FN-10/FS-110/FS-210. Click on the following link(s) when logged into My Konica Minolta to locate the latest firmware.

FN-10 -

<http://onyxweb.mykonicaminolta.com/Download/SearchResults.aspx?productid=332&filetypeid=1>

FS-110 -

<http://onyxweb.mykonicaminolta.com/Download/SearchResults.aspx?productid=389&filetypeid=1>

FS-210 -

<http://onyxweb.mykonicaminolta.com/Download/SearchResults.aspx?productid=388&filetypeid=1>

Solution ID TAUS0700401EN*

Solution Usage

Description

E46-25 service code.

Solution

CAUSE: An AOC/AGC error. An internal failure of the A/D Converter board which is part of the CCD Assembly.

SOLUTION: Check that the:

1. Light blocking cover and lens cover are not removed from the scanner section. The CCD lens needs to be unblocked. Also check the position of the scanner mirrors.
2. A/D converter board connector is not disconnected. Check all of the connections on the CCD Assembly.
3. Power cable of A/D converter board is not disconnected on the CCD assembly.
4. IC protector on the A/D converter board is not OPEN. ICPs are labeled on the board and should check the same as any fuse. Lack of continuity indicates a failure.
5. Exposure lamp intensity is not excessive. May be the sign of a failing inverter board and exposure lamp.
6. Exposure lamp does not light. Failed lamp or inverter board. If the lamp and lens are unblocked and the exposure lamp illuminates properly, replace the CCD assembly (p/n 4396-1238-01).

Note : The A/D Board is part of the CCD Assembly.

Solution ID TAUS0701136GE*

Solution Usage

Description

Are Citrix® certified drivers available?

Solution

Citrix® certified drivers are not available.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0702337EN***Solution Usage****Description**

SC29-01 on start up.

Solution

CAUSE:A dirty or failed TCSB (Toner Control Sensor Board).

SOLUTION: Please check to see if the sensor is dirty. Clean with compressed air or blower brush. Wipe with a clean cotton cloth. If issue is unresolved, replace the TCSB (p/n 4021017-01).

Solution ID TAUS0702534EN***Solution Usage****Description**

How to install a printer using LPR (IP Printing) under Macintosh® OS9.

Solution

Please perform the procedures mentioned in the attached document.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0702661EN***Solution Usage****Description**

Unable to transfer address book information to the MFP.

Solution

CAUSE: TheUser ID and password to accessthe Address Book Utilityare required so that E-mail accounts can be added to the MFP.

SOLUTION: The User ID is"EKC" and the passwordis "00000000" (do not include quotation marks, please).

If not working, make sure network connection is properly made.It must be attached to the MFPand not to the controller.

See attached PageScope Address Book Utility User Manual, page 4-12,for details regarding the setup and configuration of the ABU utility.

Note : To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0702889EN***Solution Usage****Description**

Printing to a printer on a Microsoft® Windows XP PC from a Macintosh® OS version 10.3.

Solution

Please perfrom the step-by-step procedures mentioned in the attached PDF.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

SPECIAL NOTE : Solution contribution by Cesar Jimenez and Mark D'Attilio, Production Print/SSD

Solution ID TAUS0703276EN***Solution Usage****Description**

Hard Disk Drive image extracting tool (archive job visualizer).

Solution

The format to save image dataon a main body HDD has been changed forintegrated machines (bizhub PRO 1050/1050P and bizhub PRO 920). Image datafor conventional models cannot be migrated over to integrated machines and vice versa. Due to this problem, there is a tool to covert image data on a HDD to data which can be handled on the PC.

By connecting the built-in HDD in the main body to a PC and performing the batch process with this tool (attached), compressed image data on the HDDis converted to TIF files which can be handled on a PC.

Note : This tool is also available via the Konica Minolta Download Selector (search for 'jv100'). Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0800433EN*

Solution Usage

Description

Is MagneCote® paper or magnetic backed paper supported?

Solution

MagneCote® paper or magnetic backed paper is not supported.

SPECIAL NOTE : Solution contribution by Marge McLea, Production Customer Support/SSD

Solution ID TAUS0800671EN*

Solution Usage

Description

Part number for the finisher wiring harness leading up to the exit sensor (PS706).

Solution

Modified FNS Wiring/1 (p/n 13QE90013F) and Wiring (p/n 15JKN12500) are designed to prevent breakage.

Note : Wiring harness change affects all finishers of the listed models. Please refer to attached Bulletin Number 5700 for the affected finishers.

FN-6
 FN-9
 FN-10
 FN-112
 FN-120
 FN-121
 FS-110F
 FS-115
 FS-210
 FS-215
 FS-513
 FS-606
 PK-2

Cover Inserter B

To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
<http://www.adobe.com/products/acrobat/readstep2.html> .

Solution ID TAUS0800772EN*

Solution Usage

Description

Part number for Tray 3 driving motor.

Solution

Driving motor for Tray 3 (p/n 56AA80030).

SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID TAUS0801556EN*

Solution Usage

Description

Is eCopy supported?

Solution

eCopy is not supported for these models.

SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID TAUS0808365EN*

Solution Usage

Description

Does the PCL driver support tab printing?

Solution

The PCL driver does not support tab printing. The PostScript Visual driver must be used for tab printing.

Solution ID TAUS0900083EN*

Solution Usage

Description

How to default the opening scan size of a scanned document from Adobe® Acrobat® 9.

Solution

To default the opening scan size of a scanned document via Adobe® Acrobat® 9 perform the following:

- 1.Open a PDF.
 - 2.Select Edit and then Preferences.
 - 3.Click on Zoom to scroll and select the desired opening size.
- SPECIAL NOTE : Solution contribution by Mark D'Attilio and Ian Lynch, Production Print/SSD
-

Solution ID TAUS0900745EN*

Solution Usage

Description

How to view the meter reading on the operation panel.

Solution

Here is a list of some of the legacy black and white models. Follow the procedure to view the meter reading on the operation panel.

KONICA

7020

PRESS 123 ON THE LEFT SIDE

7022

7030

7130

7035

7145

PRESS * KEY

7033

PRESS P 1 START

7040

7045

7060

7065

7155

PRESS P

7165

7255

7272

7075

7085 SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0901466EN***Solution Usage****Description**

What is the recommended MD5 checker?

Solution

The recommended MD5 checker is HkSFV (download attached file).

HkSFV uses CRC-32 and MD5 technology to validate the integrity of files that you have downloaded or moved through a potentially unstable medium (burnt to CD, transferred over the Internet/LAN). HkSFV can verify your files in seconds and is compatible with Win-SFV and md5sum.

HkSFV is the simple, easy and most automatic application to create or check SFV and MD5 files.

What is an SFV?

An SFV file is a tiny list of files and CRCs, which allow you to check to see if the files you have downloaded are exactly what you are expecting. The CRC algorithm used in SFV files allows you to see if the file you have has been changed, even a single byte, since the SFV file was created.

What is an MD5?

MD5 did not exist until somewhat recently, as md5sum is a popular UNIX format similar to SFV and UNIX does not use file extensions the way Microsoft® Windows-based systems do. MD5 uses the md5 algorithm to compute checksums, rather than the CRC-32 method used by SFV. The md5 algorithm is almost as fast as CRC-32, but it is much more accurate at detecting changes in files.

Some key features of HkSFV:

Easy installation and automatic uninstallation (leaves no trace in the registry, even goes one step further than most programs and restores previous file associations when you remove it)

One-click creation and checking of SFVs and MD5s

Flawless & smooth upgrading to new versions (simply install the new version)

Automatic association with SFV files, and an option to fix file association when other programs steal it

Handles SFV and MD5 files from any other program invisibly (including files created on *NIX)

Database/cache of previously checked files

Batch SFV and MD5 checking - queue up and check many SFVs and MD5s in one pass, specify a directory and check all the SFVs and MD5s in that directory (including subdirectories, if you want)

Automatically find renamed files while checking SFV or MD5 files

Enqueue SFVs or MD5s during file verification

Recursive directory support during creation and verification

Supports creation of .bad and .missing files, or deleting failed files

Drag-and-drop SFV or MD5 file or directory to create/check SFV or MD5

SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID TAUS0654164EN***Solution Usage** 1**Description**

DF-316/DF-322/EDH-4/EDH-7, J 62-04 original jam when making double-sided copies through the document feeder.

Solution

CAUSE: Burr on guide plate or Conveyance Guide Spring 'B' is missing.

SOLUTION: Check all guide plates for burrs and file them until smooth. If necessary, replace Conveyance Guide Spring 'B' (p/n 13QA40490 for 7155/7165/7155/7272 and p/n 4024-2247-01 for Di551/Di650/Di5510/Di7210).

SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD and Charles Kris, KMBS/Tampa

Solution ID TAUS0801765EN***Solution Usage** 8**Description**

FS-xxx, first page not aligned properly/not stapled in stapled sets.

Solution

CAUSE:Static build-up onalignment plate which causes the first page to stick.

SOLUTION:Wipe affected are with anti-static compound (Brilliance®, Pledge®, dryer sheet, etc.).

SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0622424EN***Solution Usage** 5**Description**

J73-01 at power up or intermittently during operation.

Solution

CAUSE: Broken wire leading to PS706 (main paper tray exit).

SOLUTION: To check the state of PS706, perform the following:

1. Access the 47 multimode (power the copier OFF/ON, while simultaneously holding the 4 and the 7 keys), input code 76, press P-05-P.
2. The display panel should read (L).
3. If the display panel reads (H), remove the connector from PS706 and CN11 from the FNCB and ohm the wiring from CN11-1, CN11-4 and CN11-7 to PS706.
- 4.If necessary, replace the wiring harness with the modified FNS Wiring/1 (p/n 13QE90013F) and Wiring (p/n 15JKN12500) whichare designed to prevent breakage.

Note : Wiring harness change affects all finishers of the listed models. Please refer to attached Bulletin Number 5700 for the affected finishers.

FN-6
 FN-9
 FN-10
 FN-112
 FN-120
 FN-121
 FS-110F
 FS-115
 FS-210
 FS-215
 FS-513
 FS-606

PK-2
 Cover Inserter B

To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
<http://www.adobe.com/products/acrobat/readstep2.html> .

Solution ID TAUS0619908EN***Solution Usage** 3**Description**

FN-9/FN-120/FS-110/FS-115/FS-215, intermittent J72-29 during operation or shortly after the last page of a non-staple job exits the finisher.

Solution

CAUSE: When SD704 (paper exit opening) engages the exit guide plate lower, the plate is contacting the actuator for PS706 (main tray paper exit) causing the jam code to be displayed.

SOLUTION: Inspect the clearance between the exit guide plate lower (p/n 13QE48220) and the actuator for PS706 (p/n 13QE48280). If the plate contacts the

actuator when it is engaged by SD704, file the actuator until the exit plate movement does not contact the actuator.

Solution ID TAUS0622340EN*

Solution Usage 3

Description

COPYING IN PROGRESS, PRESS START TO RESTART messages, and the LCD blinks at process start.

Solution

CAUSE: Paper is remaining in the ADU conveyance section.

SOLUTION: Open the front doors, withdraw the ADU/conveyance unit, lower the ADU bottom plate, and remove any paper that is found.

Notes :

1. Refer to the 7155/7165 cross section . and the shaded area is the ADU.
2. To view the above PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

Solution ID TAUS0703355EN*

Solution Usage

Description

FS-110/FS-210, F77-04 at power up.

Solution

CAUSE: The finisher exit motor has failed.

SOLUTION: Replace the finisher exit motor (p/n56AA80080).

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0802427EN*

Solution Usage

Description

J72-29 intermittently.

Solution

CAUSE: Finisher wiring harness failure to PS706.

SOLUTION: Replace the wiring harness with the modified FNS Wiring/1 (p/n 13QE90013F) and Wiring (p/n 15JKN12500) which are designed to prevent breakage.

Note : Wiring harness change affects all finishers of the listed models. Please refer to attached Bulletin Number 5700 for the affected finishers.

FN-6
 FN-9
 FN-10
 FN-112
 FN-120
 FN-121
 FS-110F
 FS-115
 FS-210
 FS-215
 FS-513
 FS-606
 PK-2

Cover Inserter B

To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

Solution ID TAUS0802714EN*

Solution Usage

Description

J11-02 when copying from Tray 1.

Solution

CAUSE: The printer Regist Loop adjustment setting.

SOLUTION: Vary the printer Regist Loop adjustment between 1 and 5:

1. Enter the 36 mode.
2. Select #5 for Printer Regist Loop Adj. and vary the number between 1 to 5 for the best result.

SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID TAUS0800366EN***Solution Usage** 3**Description**

When printing from Microsoft® Publisher and performing a mail merge, the copies are all stapled together.

Solution

CAUSE: This is a known anomaly with Microsoft® applications.

SOLUTION: Please read the attached Microsoft® article regarding a resolution for the problem with Microsoft® Publisher 2000 and 2003. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0701267EN***Solution Usage** 2**Description**

When loading ISWTrns on Microsoft® Vista™, USB is not available under Settings.

Solution

CAUSE: Earlier ISWTrns version is being used.

SOLUTION: The USB feature is available in ISWTrns utility version 3.74E and newer.

SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0800601EN***Solution Usage** 1**Description**

When printing from Microsoft® Office Excel using authentication and printing several spreadsheets within the same document, the authentication dialog box pops up for each spreadsheet page.

Solution

CAUSE: Improper selection in the printer driver.

SOLUTION: Select PRINT ENTIRE WORKGROUP in the application dialog box.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0801980EN***Solution Usage****Description**

"Device can not print in accordance w/guidelines pick another printer" message when trying to print postage from Stamps.Com.

Solution

CAUSE: Driver incompatibility.

SOLUTION: Stamps.com states that they will not work with Konica Minolta drivers. The only thing they will do is print labels, and you have to purchase the labels from Stamps.com.

SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0802412EN***Solution Usage****Description**

Slow printing issue when utilizing Macintosh® OS 10.4.x.

Solution

CAUSE: Issue with the CUPS daemon configuration file on Macintosh® OS 10.4.x. being corrupt.

SOLUTION: The old CUPS daemon configuration file must be deleted and a new one created. Please see the attached document for instruction on how to

remove and re-create the daemon configuration file.

SPECIAL NOTE : Solution contribution by Tim Blevins - KMBS/Cleveland

Solution ID TAUS0613434EN***Solution Usage** 40**Description**

SC90-01 at power up.

Solution

PROBABLE CAUSES:

1.Failure of the ADU drive board due to a short. An ICP on the ADU board may be OPEN.

Note : Service code may have occurred after a jam in the ADU.

Please:

Check ICPs on the ADU DB. It is possible that one is OPEN.

Inspect the wiring harness, solenoids, fans and motors in the ADU section.

Check 24V DC outputs on the ADU DB to isolate a short to ground/pinched wire.

Replace the ADU DB if necessary.

Note : ICPs are not a replaceable part. It is not a fuse; it is a semiconductor device (like a transistor or diode).

WARNING : DO NOT ATTEMPT TO SHORT ACROSS AN ICP .

MODEL ADU DB PART NUMBER

7075/FORCE 75 55VA-9071

7085 56GA-9070

7155 56EA-9040

7165 56AA-9040

7255/7272 56QA-9040

Di5510/Di7210 4396-1282-01

Di551 4026-1006-01

Di650 4024-2892-01

Di750 4014-4065-01

Di850 4027-1412-01

2. The connection at the rear of the ADU tray has loosened and is not making a proper connection. Inspect the wiring harnesses in the ADU section. Reseat any connections of the ADU umbilical wiring harness on the ADU tray and at the rear of the machine below the fixing unit. Verify proper operation.

Solution ID TAUS0622313EN***Solution Usage** 14**Description**

ISW DATA ERROR 41 when attempting to flash the firmware.

Solution

CAUSE: A printer is attached to LPT1 preventing the ISW utility from sending the file to LPT1.

SOLUTION: Remove the printer (or other device) that is attached to LPT1.

SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

Solution ID TAUS0618645EN***Solution Usage** 5**Description**

SC32-02 when making single-sided copies.

Solution

CAUSE: The ADU board has failed.

Note: SC32-02 indicates an ADU problem. The error code only happens when in the single-side copy mode.

SOLUTION: Replace the ADU board (p/n 56EA-9040).

Solution ID TAUS0626909EN***Solution Usage** 5**Description**

Intermittent SC49-01 and/or SC49-03.

Solution

CAUSE: A failed printer control board in the main body.

SOLUTION: Replace the printer CB (p/n 56AA-9021).

Note : Normally these codes indicate failed memory installed in the IP-511, a failed IP-511 printer board, or the IP-511 startup code is below 6.2.0. Only replace the printer control board in the main body as a last resort.

Solution ID TAUS0624953EN*

Solution Usage 4

Description

No power, except that the timer light is blinking.

Solution

CAUSE: A problem with the firmware.

SOLUTION: Shut down the MFP. When power is reapplied, the LCD will be blank and the "Timer" light will be blinking. Even though the LCD is blank, start the "Image" program download.

Note : As soon as the program starts downloading the "Energy Saver" light will start blinking. This indicates the download has started. It may take up to 1 minute for the progress bar to start moving. Once the download is complete the MFP will immediately and automatically show a normal LCD. Do not abort the process.

Solution ID TAUS0700709EN*

Solution Usage 4

Description

J93-01 when duplexing.

Solution

PROBABLE CAUSES:

1. The conveyance driving gear has become worn/damaged resulting in loss or partial loss of drive to the ADU conveyance section. Replace the conveyance driving gear (p/n 56AA77400 for 7155/7165; p/n 56QA77400 for 7255/7272) located behind the conveyance motor (M5) on the ADU.

2. The conveyance drive pulley gear is worn to the point where it causes slipping in the duplexing unit. A slight noise was audible when the slippage was occurring.

Replace the conveyance drive pulley gear (p/n 56AA76540 for 7155/7165; p/n 56QA76540 for 7255/7272).

SPECIAL NOTE : Solution contribution by Bob Moeller/Greg Lantowski, Production Print/SSD and Tom Kelly, Workgroup/SSD

Solution ID TAUS0702457EN*

Solution Usage 4

Description

Intermittent SC52-01 and possibly a squealing noise.

Solution

CAUSE: The DCPS/1 has failed. The noise that is being heard, in combination with the service code, is caused by a failed cooling fan in the DC Power Supply (DCPS). The fan is located on the right side of the power supply housing.

SOLUTION: Replace DCPS/1 (p/n 56AA84512).

Note : The cooling fan is not available as a separate part. It is a standard box-type fan found in many computers. A replacement can probably be found online or at a local computer store.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0629488EN*

Solution Usage 3

Description

SC46-01 and/or SC46-08 at power up.

Solution

PROBABLE CAUSES:

1. A poor connection exists on the image CB and/or the main CB, or the write unit has failed.

Reseat all connectors on the image CB and main CB. Replace the write unit (p/n 4396-1239-01 for Di5510/Di7210/7255/7272, p/n 4024-2052-01 for Di650/7165 and p/n 4024-2050-01 for Di551/7155) if necessary.

2. LD1 or LD2 has failed and the image generated by the laser is not being output on the test pages. This results in only half of the test pattern being printed in test mode. Generate a test page in the 36 mode, Test Pattern Output mode. Enter a data of 5 which will print out a pattern for LD1 and LD2. The write unit may have failed.

Replace the write unit(p/n4396-1239-01 for Di5510/Di7210/7255/7272, p/n 4024-2052-01 for Di650/7165 and p/n 4024-2050-01 for Di551/7155) if necessary.

3.DF/E-RDH memory has failed.

Confirm by removing and/or replacing the defective memory.

Note : The standard memory of the main body E-RDH is 64MB. There is one additional slot for memory which can be expanded to a maximum of 576MB. Additional memory is installed on the image CB located at the rear of the unit.

Available Konica memory:

ITEM # ITEM DIMM
950631 MU-401 64MB
950632 MU-402 128MB
950588 MU-303 256MB
960334 MU-304 512MB

SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0638596EN*

Solution Usage 3

Description

DF-316, RELOAD ORIGINALS IN TRAY AND PRESS START TO RESTART message when using the RADF.

Solution

CAUSE: PS301 (last original detection) failed in the RADF.

SOLUTION: To check PS301 perform the following:

1. Access the 47 multimode (power the machine while holding down on the 4 and 7 keys), input code 60, press P-7-P.
2. Actuate the sensor and watch for a change of state at the control panel.
3. If no change takes place clean or replace PS301 (p/n 08AA85510).

Solution ID TAUS0703785EN*

Solution Usage 3

Description

Completes initialization, then powers down and trips the internalcircuit breaker.

Solution

CAUSE: Failed circuit breaker.

SOLUTION: Inspect the machine for shorts and if noneis found replace the circuit breaker (p/n 56AA88421for 7155/7165/7255/7272 and p/n 4024-2003-01 for Di551/Di650/Di5510/Di7210).

SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID TAUS0618225EN*

Solution Usage 2

Description

SC41-01 at power up and the optics does not initialize.

Solution

CAUSE: A failed SCDB (Scanner Drive Board) and/or one of the ICPs is OPEN.

SOLUTION: Reseat all connectors, verify that the ICPs are good. Replace the SCDB (p/n 56AA-9090). Other possible components to check: M11 (scanner), PS61 (scanner HP) and the PRCB (Printer Control Board).

Solution ID TAUS0627255EN*

Solution Usage 2

Description

SC22-02 at power up.

Solution

CAUSE: Dirty or failed cleaner cooling fan (FM5).

SOLUTION: To check the operation of the cleaner cooling fan, perform the following:

1. Access the 47 mode, output code 42, P-08-P.
2. Press the START key; the cleaner cooling fans should rotate. If the cleaner cooling fan fails to rotate remove, clean and reseat the connector to FM5. Replace fan (p/n 56AA80540) as necessary.

Solution ID TAUS0630724EN*

Solution Usage 2

Description

SC46-25 after power up.

Solution

PROBABLE CAUSES:

1. Failed SCDB or A/D conversion board.

First, verify proper operation of the SCDB and L1:

- a. Access the 47 mode (power the copier ON while pressing the 4 and 7 keys), output code 000.
- b. If the lamp does not come ON, measure the voltage on L1 INVB at CN630-1 and CN630-2 for 24V DC.
- c. With the meter still at CN630-2, run the 47 mode, output code 000 and ensure that the signal drops to 0V DC.
- d. If the signal stays at 0V DC, replace the SCDB (p/n 56AA-9091 for 7155/7165/Di551/Di650 or p/n 4024-2893-01 for 7255/7272/Di5510/Di7210).

Note : If the SCDB and L1 are operating properly, replace the CCD unit (p/n 56AA-6300 for 7155/7165/Di551/Di650 or p/n 4396-1238-01 for 7255/7272/Di5510/Di7210). This includes the A/D converter board which is not available as a separate part.

2. The exposure lamp is not lighting.

Note : The error may have been preceded by black images.

Observe the exposure lamp during initialization. If the lamp does not light, check for an open F1 fuse on the L1 inverter board located on the scanner frame. If the fuse is open, replace it with a fuse of the same rating. If the fuse is not open, carefully inspect the exposure lamp for any damage or discoloration which would indicate a defective lamp. If the lamp is suspected it should be replaced (p/n 56AA83010 for 7155/7165/Di551/Di650 or p/n 4024-2084-01 for 7255/7272/Di5510/Di7210).

3. A poor connection exists between the A/D converter board wiring harness connectors.

Note : Intermittently, half of the page from front-to-rear may have background.

Reseat the connector which plugs directly into the A/D converter board and the IMCB.

Solution ID TAUS0649481EN*

Solution Usage 2

Description

SC53-01 at start up.

Solution

CAUSE: SL2 (web solenoid) was not advancing the web properly, causing a build-up on the cleaning web. This build-up can prevent M4 (Fixing Motor) from turning properly.

SOLUTION: Check the position and operation of SL2. Test the solenoid in the 47 service mode, code 045, multi-mode 4. If the solenoid does not function every time the test is run, replace SL2.

Solution ID TAUS0624977EN*

Solution Usage 1

Description

DF-312/DF-322/EDH-4/EDH-7, SC46-12 error code. Code may be intermittent.

Solution

PROBABLE CAUSES:

1. Scanning is attempted with no original on the platen glass. This might be corrected by upgrading the firmware.

Place an original on the glass. Upgrade firmware to the latest level. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

2. Problem with the ICB (Image Control Board).

Please try re-flashing the machine and replace the ICB if necessary.

Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Model

Image Control Board Part Number

Di551/Di650

4024-2057-01

Di5510/Di7210

4396-1135-01

7155/7165

56AA-9012

7255/7272

56QA-9010

Solution ID TAUS0627440EN***Solution Usage** 1**Description**

Cannot release the ADU carriage handle.

Solution

CAUSE: One or more of the front door switches or photosensors detects that a front door is not open. Both front doors must be open for the handle to be released.

SOLUTION: Perform diagnostics to check the state of the door switches and sensors. Use 47 mode, code 25-P04 (input) to check MS1 and MS2. With the doors open, the indication on the display should be H. If L is indicated, one or both of the switches has failed or is disconnected. Use diagnostic code 25, P-02 and P-03 (input) to check PS39 (Left Door Photosensor and PS38 (Right Door Photosensor). With the front doors open, the indication on the display should be H. If either is L, the respective sensor is not functioning correctly.

SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID TAUS0641748EN***Solution Usage** 1**Description**

J32-04 during operation; jamming at the paper exit.

Solution

CAUSE: When the end user has a jam, and opens the ADU, the paper tears on the exit side creating damage to the mylars.

SOLUTION: Replace or trim the mylars (p/n 56AA48200 for 7155/7165/7255/7272 and p/n 4024-3079-01 for Di551/Di650/Di5510/Di7210).

SPECIAL NOTE : Solution contribution by Jason 'Harold' McCoy, Komax Business Systems

Solution ID TAUS0651905EN***Solution Usage** 1**Description**

SC32-04 while copying, even after replacing all of the recommended parts in the Service Manual.

Solution

CAUSE: The SC32-04 service code represents a failure of FM6 to turn (Paper Exit/F fanmotor for the Di5510/Di7210/7255/7272 models only) or FM8 to turn (Main Body Cooling Fan/2 motor for the Di551/Di650/7155/7165 models).

SOLUTION: Replace the FM6 or FM8 (p/n 26NA80511 for 7155/7165/7255/7272 and p/n 4014-2605-01 for the Di551/Di650/Di5510/Di7210).

Solution ID TAUS0801210EN***Solution Usage** 1**Description**

The machine sometimes shuts itself off.

Solution

CAUSE: Failed ICB.

SOLUTION: Replace the Image Control Board (for Di551/Di650 - p/n 4024-2057-01; for 7155/7165- p/n 56AA 901 7). Re-flash the machine.

SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID TAUS0625207EN***Solution Usage** 0**Description**

SC46-99. When the front door is opened/closed the code goes awaybutwill reoccur.

Solution

CAUSE: This code is generated if the EDH memory module is not functioning or not connected properly.

SOLUTION: Try removing the optional memory and reseating it. This usually resolves the problem. If this fails to correct the issue, try removing the optional memory completely. If the code still will not clear, the ICB has failed and should be replaced (Image Control Board - p/n 4396-1278-01 for 7255/7272/Di5510/Di7210 ;p/n 56AA-9012 for 7155/7165 ; p/n 4024-2057-01 for Di551/Di650).

Solution ID TAUS0629420EN***Solution Usage** 0**Description**

Scanner unit is slamming against the left side of the machine frame when copying from the platen.

Solution

CAUSE: Failed SCB (scanner control board).

SOLUTION: Replace the SCB (p/n 56AA-9091).

Solution ID TAUS0641737EN***Solution Usage** 0**Description**

'This device does not support scanning function' error message when retrieving address book from MFP/Controller.

Solution

CAUSE: The engine address book was trying to download via thecontroller network port.

SOLUTION: To download or upload address book informationconnect to the engine network port. To configure TCP/IP address on the engine, perform the following:

1. Press HELP (?) to access Key Operator mode.
2. Press (1. System Initial)
3. Set engine's TCP/IP address, subnet mask and gateway.
4. Exit key operator mode.
5. Download the address book from the engine.

Solution ID TAUS0645408EN***Solution Usage** 0**Description**

SC90-01 at power up.

Solution

CAUSE: CN207 and CN217 are connected in the incorrect sockets on the PRCB (Printer Control Board).

SOLUTION: Verify CN207 and CN217 are connected in the correct sockets (both are 12-pin connectors and can be interchanged). All wires of CN217 are violet.

Please, also:

Check ICP1 on the ADUDB. It is possible that this is OPEN.

Inspect the wiring harness, solenoids, fans and motors in the ADU section.

Check 24V DC outputs on the ADUDB to isolate a short to ground/pinched wire.

Replace the ADUDB if necessary (p/n 4026-1006-01 for the Di551; p/n 4024-2892-01 for the Di650; p/n 56EA-9040 for the 7155; p/n 56AA-9040 for the 7165).

Note : ICP1 is not a replaceable part. It is not a fuse; it is a semiconductor device (like a transistor or diode).

WARNING : DO NOT ATTEMPT TO SHORT across ICP1.

SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID TAUS0703493EN***Solution Usage** 0**Description**

J72-30 with letter sized originals only.

Solution

CAUSE: Worn Stacker conveyance rollers.

SOLUTION: Please replace the stacker conveyance rollers (p/n 13QE45310).
SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID TAUS0800363EN*

Solution Usage 0

Description

The operation panel locks up upon exiting power saver mode.

Solution

CAUSE: The NVRAM has failed.

SOLUTION: Please contact the SSD Hotline for instructions on how to acquire areplacement NVRAM.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0703354EN*

Solution Usage

Description

No power.

Solution

CAUSE: CN138 on the Image Board has poor solder joints or has broken off at the surface mount contact points of the Image Board.

SOLUTION: Replace the Image control board (p/n 56AA-9012).
SPECIAL NOTE : Solution contribution by Gerald Koehl, Braden Business Systems

Solution ID TAUS0703563EN*

Solution Usage

Description

FS-210 finisher jam and the finisher side guides are not operating correctly.

Solution

CAUSE: Failed Finisher Relay Board.

SOLUTION: Replace the Finisher Relay Board (p/n 13QJ-9326).
SPECIAL NOTE : Solution provided by Don Radder -Eastern Copy Products.

Solution ID TAUS0703599EN*

Solution Usage

Description

DF-316, intermittent J62-03 codes. Approximately every 2-20 copies the machine will jam.

Solution

CAUSE: The Transport Resist Driving Gear has failed.

SOLUTION: Replace the Transport Resist Driving Gear (p/n 13QA77010).
SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID TAUS0703709EN*

Solution Usage

Description

Incorrect document feeder registration. The image is shifted on copies about 1 to 1.5 inches.

Solution

CAUSE: The design of the document feeder Guide assembly has been enhanced and the original style should be replaced.

SOLUTION: Replace the EDH Guide assembly (p/n 4024-3125-01). Please see the attached Bulletin Number 4416 for additional details.
SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID TAUS0801216EN*

Solution Usage

Description

Auto reset does not function.

Solution

CAUSE: The machine firmware is corrupt.

SOLUTION: Re-flash the machine with the latest firmware. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0801497EN*

Solution Usage

Description

Occasional light copies are output.

Solution

CAUSE: Failed Image Control Board.

SOLUTION: Re-flash the machine and replace the ICB if necessary.

Note : ICB part numbers are:

Di5510, Di7210, 7255, 7272 (p/n 4396-1278-01)

7155, 7165 (p/n 56AA-9017)

Di551, Di650 (p/n 4024-2057-01)

SPECIAL NOTE : Solution contribution by Chris Logston, Lincoln Office Equipment

Solution ID TAUS0801617EN*

Solution Usage

Description

J32-03 when making single-sided and two-sided copies.

Solution

CAUSE: A screw is missing from the frame piece that supports the stopper plate in the ADU. If positioned improperly it can also affect the proper function of the PS42 reverse sensor.

SOLUTION: Replace the missing screw (p/n 9737-0304-13). Please see the attached documentation for the location of the missing screw. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

<http://www.adobe.com/products/acrobat/readstep2.html> .

SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID TAUS0900323EN*

Solution Usage

Description

F18-40 error when loading more than 3 reams of paper in the LT-402.

Solution

CAUSE: Worn lift tray components.

SOLUTION: Check all of the cables, pulleys and capstans for wear. These components could cause the drive system to bind. If the motor operates normally with less paper loaded in the tray, the lift tray components may be the cause. Please refer to attached Parts Manual pages as a reference of parts location (yellow highlighted). To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

<http://www.adobe.com/products/acrobat/readstep2.html> .

SPECIAL NOTE : Solution contribution by Greg Lantowski, Production Print/SSD

Solution ID TAUS0900615EN*

Solution Usage

Description

"Undefined" is displayed at power on.

Solution

CAUSE: Image Control Board and NVRAM failure.

SOLUTION: Replace the ICB (see p/n below) and the NVRAM.

Model

Image Control Board Part Number

Di551/Di650

4024-2057-01

Di5510/Di7210

4396-1135-01

7155/7165

56AA-9012

7255/7272

56QA-9010

Note: Replacement of the NVRAM requires prior approval from SSD. Contact tech support for assistance.

Special note: Solution contributed by William Dawkin, KMBS/Pittsburgh, SPECIAL NOTE: Solution contribution by Bill Hall, Workgroup/SSD

Solution ID TAUS0617230EN***Solution Usage** 92**Description**

How to program the machine to default to 8.5x11 when a small size original is placed on the platen glass.

Solution

To program the machine to default to 8.5x11 when a small size original is placed on the platen glass, perform the following:

1. Flash the machine to firmware versions Image control 52, and Printer control 36 or higher.
2. Hold the [P] key down until the message [Enter 4-digit password to change Mode] is displayed at the top of the touchscreen.
Note: The key must be held down for about 5 seconds before the message is displayed.
3. Enter the password 9272 and press the START key.
4. Touch [4. Key operator mode] on the touchscreen.
5. Touch the down-arrow which is located at the lower left corner of the touchscreen one (1) time.
6. Touch [13. Memory switch setting] on the touchscreen.
7. Touch the down-arrow on the lower left corner of the touchscreen two (2) times.
8. Using the down-arrow located on the right side of the touchscreen, scroll to [17. Platen org. size detect (SMALL)].
9. Repeatedly touch [Change Setting Contents] until 8.5x11 is displayed as the setting.
10. Touch [RETURN] on the lower right corner of the touchscreen.
11. Touch [MODE CHANGE] on the lower right corner of the touchscreen.
12. Touch [EXIT] on the lower right corner of the touchscreen to return to the normal mode.

Solution ID TAUS0620306EN***Solution Usage** 63**Description**

Toner leakage (or scattering) and/or developer leakage, causing soiled copies, developer carryover on copies, white spots in solid image areas, T/S corona contamination and other copy quality defects.

Solution

CAUSE: The above symptoms can be caused by the following conditions:

1. Write unit failure - the toner density control system attempts to compensate for decreased image density by increasing the amount of toner added, eventually resulting in toner leakage.
 2. Large amounts of paper dust or recycled toner mixes with the developer causing the toner charge value to decrease which effects its adherence to the developer and causes toner to leak.
 3. A gap between the toner supply opening and developing unit through which toner can leak and scatter onto copies.
- As a result of the above, developer/toner spillage occurs contaminating the charging grid which results in abnormal potential control. The covered (blocked) charge corona grid causes the drum potential to increase and developer to adhere to the photoconductive drum surface. This developer is then deposited onto the transfer guide plate, T/S corona, and copies.

SOLUTION: Please refer to 7155/7165 Technical Bulletin #8 for detailed information. Use the 7155/7165 Toner Misting Counter Measures Checklist to help resolve the problem.

To prevent the toner from spilling the REGIST CLEANER ASSY has been changed. See KOM060445.pdf for details.

NOTE: Disregard instruction 5b in Tech Bulletin #8 regarding setting change of dipsw. 23-2. (Can cause SC29-03 after developer change in high humidity areas.) The bulletin is being revised to remove this step and add more information.

CAUTION: If there is no problem with the write unit and the dipswitch settings are correct, replace the developing unit cover .

Note: To view a PDF hyperlink, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0617452EN***Solution Usage** 60**Description**

DF316, intermittent J62 codes, multi-feeding and or erratic operation.

Solution

CAUSE: The unit has not been modified with the new style DFP roller modification (p/n 13QA-K010FOC) as outlined in DF316 Technical Bulletin #1 .

Note: To view the above link, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

SOLUTION: Install the new style DFP roller modification for units with serial numbers below the cut in.

Note: The serial number cut-ins are as follows:

- 7155 56EE00462 and above do not require the modification
7165 56AE01665 and above do not require the modification

* Trademark ownership information

Solution ID TAUS0619519EN***Solution Usage** 41**Description**

Improper paper size displayed from all trays.

Solution

CAUSE: Tray size adjustment was not performed.

SOLUTION: Note: Before starting this procedure, cut a piece of heavy paper or card stock to a width of exactly 210mm for later use.

To adjust the tray size, perform the following:

1. Access the 36 mode screen by powering the machine ON while pressing the 3 and 6 keys.
2. From the 36 mode screen, select [2 Image adjustment].
3. From the Image adjustment screen, select [1 Tray adjustment].
4. Select the tray to be adjusted by touching NEXT or Back.
5. Place the 210mm wide sheet of paper in the tray to be adjusted, move the side guides so they touch the paper, then insert the tray.
6. Touch [Start] on the touchscreen. [Complete] will be indicated.
7. Select another tray to be adjusted, if required, and repeat steps 5 and 6.
8. When adjustments are complete, remove the 210mm sheet of paper, touch PREVIOUS SCREEN, and power the machine OFF/ON.

To adjust the bypass tray paper size, perform the following:

1. Access the 36 mode screen by powering the machine ON while pressing the 3 and 6 keys.
2. From the 36 mode screen, select [2 Image adjustment].
3. From the Image adjustment screen, select [1 Tray adjustment].
4. Select BYPASS TRAY 1 by touching NEXT or BACK.
5. Place an 8.5x11R paper in the bypass tray, and move the side guides to contact the paper.
6. Touch [Start] on the touchscreen. [Complete] will be indicated.
7. Select BYPASS TRAY 2 by touching NEXT or BACK.
8. Place an 8.5x11 paper in the bypass tray, and move the side guides to contact the paper.
9. Touch [Start] on the touchscreen. [Complete] will be indicated.
10. Power copier OFF/ON to return to normal copy mode.

Solution ID TAUS0619632EN***Solution Usage** 32**Description**

J32-02 during operation.

Solution

CAUSE: The paper exit drive gear has been excessively lubricated at the factory.

SOLUTION: Clean and or replace the paper exit drive gear (p/n 56AA77230).

Notes:

1. Refer to 7155/7165/FORCE 65 Technical Bulletin 5B for additional information.
2. To view the above link, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0618616EN***Solution Usage** 20**Description**

COPIER WARMING UP, PLEASE WAIT AWHILE message and the machine never goes to a ready condition. The fuser lamps are ON and cycling properly.

Solution

CAUSE: The ADU board has failed.

SOLUTION: Replace the ADU board (p/n 56EA-9040).

Solution ID TAUS0619379EN***Solution Usage** 18**Description**

DF316, skewed copies and or lines on copies only when originals are fed through the document feeder.

Solution

CAUSE: The read roller (p/n 13QA45020) has become dislodged due to a warped pulley shaft assembly (p/n 13QA45180).

SOLUTION: To inspect the pulley shaft assembly, perform the following:

1. Remove the RADF front cover and remove the 3 gears on the pulley shaft assembly.
2. Remove the screws holding the pulley shaft assembly and remove the assembly.
3. Inspect the bushings for the read roller and if they are dislodged, reinstall and inspect the pulley shaft assembly. If warped, it will allow the bushings to become dislodged. The pulley shaft assembly is used to keep the bushings in place. If warped, it must be replaced.

Solution ID TAUS0618917EN***Solution Usage** 17**Description**

FS210, the staples are buckling, poorly aligned, or crimping incorrectly.

Solution

CAUSE: Moving either of the stapler units or clincher units manually has aligned the driving (timing) belt beyond the resetting capabilities of the stapler positioning jig and prevents these units from being adjusted correctly.

SOLUTION: Perform the procedure outlined in the FS110/210 Technical Bulletin #2 for improper stapling of the staples.

Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[<http://www.adobe.com/products/acrobat/readstep2.html>] URL <http://www.adobe.com/products/acrobat/readstep2.html>]]

* Trademark ownership information

Solution ID TAUS0610769EN***Solution Usage** 16**Description**

SC46-40 approximately 30 seconds after power up and after installing the hard drive (HD105).

Solution

CAUSE: A poor connection exists between the image CB, image CB interface, and or the HD105.

SOLUTION: Remove and reinstall the HD105 and the image CB interface. Prior to installation slightly loosen the mounting screws that secure the image CB and the image CB interface to the respective mounting plates. Install the image CB interface and the HD105 and tighten the mounting screws on both boards.

Note: Ensure software dipswitch 2-0 (HDD connection Disconnect/Connect) is turned ON.

To set the software dipswitches, perform the following:

1. Access the 25 mode (hold down the 2 and 5 keys at power up) or turn the main switch ON and then wait for the Ready to Copy message. Hold the P button down until the message Enter 4-digit Password To Change is displayed.

Note: The button must be held down for about 5 seconds before the message is displayed.

2. Enter the password 9272 and press the Start Print button.

3. From the memory setting mode menu, select [1] Software SW setting.

4. Use the left set of arrows to scroll to dipswitch 2.

5. Verify that 2-0 is displayed. If not, use the left and right up/down arrows until 2-0 is displayed.

6. Select ON (1).

7. Power the machine OFF/ON to exit the 25 (memory setting) mode or Press RETURN, MODE CHANGE and EXIT or BASIC SCREEN to return to normal operation.

Solution ID TAUS0616876EN***Solution Usage** 16**Description**

How to configure Scan to E-mail.

Solution

In order to utilize Scan to E-mail, the printer must be connected to a network and have a dedicated E-mail server attached. Scan to E-mail can be configured by using the operation panel or simply browsing to the NIC. To configure Scan to E-mail perform either of the following procedures:

METHOD 1.

1. Access the Web utilities using the MAP utility or browse to the address of the IP511 NIC.

2. Select Advanced Features and the (locate Default SMTP Message Parameters) section.

3. Input the IP address or DNS name of the E-mail server where (SMTP Server IP Address or DNS Name is indicated).

4. Enter 25 where (SMTP Server Port Number) is indicated.

5. No action is required for (SMTP Access Timeout seconds setting).

6. No action required for (Maximum Message Size * 100 kilobytes).

7. In the SCAN TO E-MAIL section, enter an internal E-mail account or E-mail address of the person to be notified when the E-mail is rejected or denied or the name of the machine (Example7165/IP511@konicabt.com) where FROM is indicated.

8. Enter the desired information in the SUBJECT, SENDER, and MESSAGE BODY fields.

9. Enter sysadm for the password and select ACCEPT SETTINGS.

METHOD 2

1. Press the MODE key to select PRINTER.

2. Press Network Setup on the touchscreen.

3. Press the DOWN arrow until E-mail Setup is indicated. Select E-mail Setup and press OK.

4. Select (SMTP Server Name) and press OK. Input the IP address or DNS name of the E-mail server and press OK.

5. Select (SMTP Port Number) and press OK. Enter 25 for the port number and press OK.

6. No action is required for (SMTP Access Timeout seconds setting).

7. No action required for (Max Message Size 100 kilobytes).

8. In the SCAN TO E-MAIL section, enter an internal E-mail account or E-mail address of the person to be notified if the E-mail is rejected or denied or the name of the machine (Example7165/IP511@konicabt.com) where FROM is indicated.

9. Enter the desired information in the SUBJECT, SENDER, and MESSAGE BODY fields and press OK.
10. Press CANCEL to back out of the configuration mode. At this point a message will be indicated, (NIC Parameters is changed), Press yes, and then enter sysadm for the password and press OK to accept the change.
11. Press the Mode key to return to copy mode.

Solution ID TAUS0617278EN*

Solution Usage 16

Description

Tandem copier information regarding set up/installation..

Solution

Tandem setup/installation procedure

Note1: To view the above document, Microsoft* Word must be installed.

Note2: The line speed setting of both units must be set the same.

Note3: Only one controller is required and used when tandem printing.

* Trademark ownership information

Solution ID TAUS0619527EN*

Solution Usage 16

Description

SC46-40 approximately 30 seconds after power up.

Solution

PROBABLE CAUSES:

1. A poor connection exists between the image CB, image CB interface, and or the HD105.

Remove and reinstall the HD105 and the image CB interface. Prior to installation slightly loosen the mounting screws that secure the image CB and the image CB interface to the respective mounting plates. Install the image CB interface and the HD105 and tighten the mounting screws on both boards.

Note: Ensure software dipswitch 2-0 (HDD connection Disconnect/Connect) is turned ON.

To set the software dipswitches, perform the following:

a. Access the 25 mode (hold down the 2 and 5 keys at power up) or turn the main switch ON and then wait for the Ready to Copy message. Hold the P button down until the message Enter 4-digit Password To Change is displayed.

Note: The button must be held down for about 5 seconds before the message is displayed.

b. Enter the password 9272 and press the Start Print button.

c. From the memory setting mode menu, select [1] Software SW setting.

d. Use the left set of arrows to scroll to dipswitch 2.

e. Verify that 2-0 is displayed. If not, use the left and right up/down arrows until 2-0 is displayed.

f. Select ON (1).

g. Power the machine OFF/ON to exit the 25 (memory setting) mode or Press RETURN, MODE CHANGE and EXIT or BASIC SCREEN to return to normal operation.

2. The HDD present dipswitch is programmed to [(1) connect]. However, no hard disk drive (HD105) is installed. This results in a communication failure and display of the HDD error code.

To program the machine for no hard disk drive (HD105) installed, perform the following:

a. Power the copier OFF.

b. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).

c. Touch [1: Software SW setting] on the touchscreen.

d. Touch the left up-arrow one (1) time.

e. Verify that 2-0 is displayed. If not, use the right up/down arrows until 2-0 is displayed.

f. Touch [OFF (0)], which will program the HDD connection to [(0) disconnect].

g. Power the copier OFF/ON to exit the 25 mode.

3. The HD105 has failed.

Replace the HD105 (Item #950556).

Solution ID TAUS0604901EN*

Solution Usage 15

Description

Unable to install the key counter receptacle (p/n U021-0020) due to connector incompatibility with the main body interface harness (CN35).

Solution

CAUSE: Different style of key counter receptacle on the 7155.

SOLUTION: There is a new adapter that allows external key counters to be connected to the new-style connector on the 7155. The new key counter adapter (p/n 1206K0010) is available and can be ordered from Parts.

Note: Konica Minolta is changing the key counter receptacle to the style that is presently on the 7155. All applicable vendors have been notified of this change.

Solution ID TAUS0617151EN***Solution Usage** 15**Description**

E49-01 at power up.

Solution

CAUSE: If the main power switch of the 7155 main body is powered OFF/ON too soon, this may cause the IP511 not to shut down properly or reboot; causing a communication error between the main body and controller.

SOLUTION: After powering OFF the 7155 main power switch, wait for approximately 10 seconds before switching it ON. This is described in the User's Manual.

Solution ID TAUS0619209EN***Solution Usage** 15**Description**

How to reset to factory defaults, or initialize memory.

Solution

To reset to factory default setting, perform the following:

1. Access the 25 mode (power the copier OFF/ON while pressing the 2 and the 5 keys).
2. Press [1. Software SW settings].
3. Using the far left up arrow scroll to DIP SW 31 bit 0, and press [OFF].
4. Access the 47 mode (power the copier OFF/ON while pressing the 4 and the 7 keys).
5. Using the key pad enter code 92, and press the START button.
6. The display panel will show FIN, after performing the reset.
7. Power the copier OFF/ON.

Note: When used, 47/92 resets all previous adjustments to factory defaults and zeroes all counters. For this reason, it should only be used when absolutely necessary. Reset DIP SW 31-0 back to 1 to provide address protection.

Solution ID TAUS0622379EN***Solution Usage** 15**Description**

The foam de-curling roller (p/n 56AA53070) is failing prior to reaching its 1,000,000 copy life expectancy, resulting in two indentations on the paper as the copies exit during face down copying.

Solution

Replace the existing Conveyance Roller and at the same time, install reduced tension Pressing Plates to prevent the deforming of the roller and prevent creasing:

Exit Conveyance Roller 56AA53071
 Presing Plate / Left 56AA54573FOC
 Presing Plate / Right 56AA54583FOC

Remove the existing Pressing Roller Ass'y, remove , clean and install the white plastic roller on the new Pressing Plates.

Solution ID TAUS0626236EN***Solution Usage** 15**Description**

Intermittent SC29-03 or F29-03 after implementing the 7155/7165 Toner Misting Counter Measures software dipswitch setting changes at dipswitch 5-0, 5-1, 23-2, and 23-3.

Solution

CAUSE: Resetting of the toner density selection of developer and toner concentration threshold to maximum lighter settings has resulted in weak patch development during automatic copy quality process adjustment cycles. The effect resetting these dipswitches will have is different for each machine based on the copy count of the drum, developer, and corona wires at the time of the adjustment.

SOLUTION: If SC29-03 or F29-03 codes are experienced after setting the toner density selection of developer and toner concentration threshold to Maximum Lighter Settings, reset the toner density selection of developer dipswitch settings (dipswitch 23-2 and 23-3) to the Minimum Lighter Setting rather than the Maximum Lighter Setting. If, the problem continues to be experienced after setting the toner density selection of developer to the Minimum Lighter Setting, leave the toner density selection of developer settings at the Minimum Lighter Setting and reset the toner concentration threshold dipswitch settings (dipswitch 5-0 and 5-1) to the Minimum Lighter Setting, rather than the Maximum Lighter Setting. If, both these corrective actions fail to resolve the problem reset both the toner density selection of developer and toner concentration threshold settings to their Factory Default values.

Factory Default	Minimum Lighter Setting	Maximum Lighter Setting
5-0 = 0	5-0 = 0	5-0 = 1
5-1 = 0	5-1 = 1	5-1 = 1
23-2 = 0	23-2 = 0	23-2 = 1
23-3 = 0	23-3 = 1	23-3 = 1

Note: After implementing changes to the dipswitch settings above run 150 blank white copies, which will allow the machine to automatically add toner to the developer mixture and reach the newly programmed toner/developer mixture level. If F29-03 codes are still experienced after resetting the dipswitches it may

be necessary to install fresh developer.

Solution ID TAUS0620803EN*

Solution Usage 14

Description

With platen APS set to OFF, the machine defaults to Tray 1 when the RADF is raised, regardless of what tray has been programmed in the Key Operator Mode at (Memory switch #14) as the default tray when APS is canceled.

Solution

CAUSE: Firmware bug.

SOLUTION: Flash firmware to printer control version 36 and image processing version 52. The file names are 7155-M36p.exe and 7155-I52p.exe both are located on the Konica Web site in the EPROMs for high volume copiers section.

Solution ID TAUS0617471EN*

Solution Usage 13

Description

A specific paper tray can not be selected (grayed out), or PLEASE WAIT TRAY X RAISING may be displayed.

Solution

CAUSE: A specific paper tray has been deactivated in the 25 mode.

Notes:

1. The machine is designed to automatically deactivate a specific tray, in the 25 mode, if an 18-x failure code occurred and the customer selected the option to bypass that tray.
2. The 18-x code may occur if a customer attempts to overfill any specific paper tray.
3. If a specific tray has been identified as the default paper source, and it has been deactivated in the 25 mode, the machine will display PLEASE WAIT TRAY (x) RAISING.

SOLUTION: To activate specific paper trays in the 25 mode, perform the following:

1. Access the 25 mode (power ON while pressing the 2 and 5 keys).
2. Select [1. Software SW setting].
3. Use the arrows on the left to scroll to 18.
4. Use the arrows on the right to scroll to 0 for Tray 1, 1 for Tray 2, 2 for Tray 3, or 3 for Tray 4.
5. Press OFF for any tray that may be set to ON. This will allow each tray to function normally.
6. Power the copier OFF/ON to exit the 25 mode.

Note: Review the management list for 18-x codes to determine if a particular tray may have a problem with the lift up mechanism.

SPECIAL NOTE: This solution provided by Phillipe d'Ayral, Konica BT, Miami.

Solution ID TAUS0618269EN*

Solution Usage 13

Description

The timer LED is flashing and the LCD is blank while attempting to flash the unit to ROM version 30-02.

Solution

CAUSE: The main body was flashed to version 30-02 without upgrading to ROM version 30-00 first.

SOLUTION: The main body must be flashed with ROM version 30-00 prior to upgrading to ROM version 30-02. To recover a unit that was flashed with 30-02 prior to 30-02, simply power ON the unit and send the Image file (COLLECTIVE) version 30-00. This will bring back the LCD display and allow you to continue flashing the machine.

Solution ID TAUS0618804EN*

Solution Usage 13

Description

COPIER WARMING UP message and the machine never goes to a ready condition. The fuser lamps are ON and cycling properly.

Solution

CAUSE: The ADU board has failed due to an open ICP1.

SOLUTION: Check the 24V DC loads in diagnostics (i.e., M9, fans, solenoids, clutches) and see which one does not operate. Replace the load, then install a new ADU board (p/n 56EA-9040).

Solution ID TAUS0619782EN*

Solution Usage 13

Description

Paper skew from all paper trays.

Solution

CAUSE: The front or rear registration enter sheet is misaligned or damaged, causing the paper to skew as it enters the registration roller.

SOLUTION: Thoroughly, inspect the front and rear registration enter sheets for any signs of misalignment or damage. Align or replace the front registration enter sheet (p/n 56AA46120), or rear registration enter sheet (p/n 56AA46130) as necessary.

Solution ID TAUS0617200EN*

Solution Usage 12

Description

No power. Only the Power Saver light is ON.

Solution

CAUSE: A failed DCPS1.

SOLUTION: Check all of the loads from the DCPS1 to GND before replacing the DCPS1 (p/n 56AA84510).

Solution ID TAUS0626706EN*

Solution Usage 12

Description

J17-01 only when duplexing.

Solution

PROBABLE CAUSES:

1. A dirty or defective ADU deceleration clutch (MC2) causing the paper not to reach the ADU pre-registration rollers.

To verify clutch operation, switch the clutch with the ADU conveyance clutch (MC13). If the jam symptoms change or cease, MC2 is defective or contaminated. If cleaning does not resolve, replace MC2 (p/n 56AA82010).

2. The bypass feed drive gear which has a one way bearing, is slipping causing loss of drive to the ADU registration rollers. This gear brings drive from the loop roller motor (M6) to the coupling for the ADU registration roller.

Clean or replace the bypass feed drive gear (p/n 56AA77120).

3. Failed PS36 (Loop detection signal).

To verify the operation of PS36, perform the following:

- a. Power the copier OFF.
- b. Access the 47 multimode (power the copier ON, while pressing the 4 and 7 keys), input code 023, press P-2-P.
- c. Actuate PS36 located in the sheet bypass. If there is no change of state at the control panel, clean or replace PS36 (p/n 08AA85510).

Solution ID TAUS0613358EN*

Solution Usage 11

Description

FS110, important information regarding poor stapling (staples are buckling) and the alignment of the staples.

Solution

Performing the stapler alignment adjustment - procedure outlined in the Technical Notice .

Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information .

Solution ID TAUS0618887EN*

Solution Usage 11

Description

FS110, the staples are buckling, poorly aligned, or crimping incorrectly.

Solution

CAUSE: Moving either of the stapler units or clincher units manually has aligned the driving (timing) belt beyond the resetting capabilities of the stapler positioning jig and prevents these units from being adjusted correctly.

SOLUTION: Perform the procedure outlined in the FS110/210 Technical Bulletin #2 for improper stapling of the staples.

Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0619976EN*

Solution Usage 11

Description

Can the hard drive (HD105) be recovered or reformatted if it fails?

Solution

There is no way to recover or reformat the HD105 (Item #950556). Replacement of the hard drive is necessary.

Note: On the HD105, not only the standard format (Microsoft* Windows, FAT32) but data such as watermark and fixed form stamp, etc. must be formatted. However, only the manufacturer can format the data and formatting of HD105 in field is impossible.

* Trademark ownership information

Solution ID TAUS0620263EN* **Solution Usage** 11

Description

J32-04 during operation.

Solution

CAUSE: The paper exit drive gear has been excessively lubricated at the factory.

SOLUTION: Clean and or replace the paper exit drive gear (p/n 56AA77230).

Notes:

1. Refer to 7155/7165/FORCE 65 Technical Bulletin 5B for additional information.
2. To view the above link, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0627556EN* **Solution Usage** 11

Description

DF316, the registration is retarded by approximately 2.5 centimeters (1 inch).

Solution

CAUSE: The center Light Shield Sheet (p/n 13QA45290) mounted on the Platen Guide Part/Left (p/n 13QA41030) is worn or improperly positioned.

Note: The Platen Guide Part/Left is the black guide on the bottom, left side of the RADF. The Light Shields are the three black squares mounted to the guide.

SOLUTION: Move the center Light Shield Sheet a few millimeters to the right. It is recommended that it be replaced because the adhesive back may not stick once it has been removed.

Solution ID TAUS0617855EN* **Solution Usage** 10

Description

FS210, can the three-fold option be adjusted so that all the folds are equal?

Solution

The FS210 three-fold position can be adjusted so that the overlapping edges of the finished fold are aligned. However, the first fold area will always be less than the other two. The three folds cannot be calibrated to the same length.

Solution ID TAUS0618712EN* **Solution Usage** 10

Description

PLEASE CLOSE FRONT DOOR message cannot be cleared.

Solution

CAUSE: The ADU drive board has failed.

SOLUTION: Reseat all connectors on the ADU DB (p/n 56EA-9040) and replace if needed.

Solution ID TAUS0621197EN* **Solution Usage** 10

Description

As the copies exit during face down copying, there are two indentations on the paper.

Solution

CAUSE: The paper exit conveying roller/upper is worn or has failed.

SOLUTION: Replace the paper exit conveying roller/upper (p/n 56AA53070).

Solution ID TAUS0623074EN* **Solution Usage** 10

Description

FS110, J72-28 while sorting.

Solution

CAUSE: A loss of 24V DC to the FNRLB (finisher relay board).

Note: M713 (stacker entrance) does not turn ON in the 47 mode.

SOLUTION: Replace the FNRLB (p/n 13QE-9320), and M713 (p/n 12WM80030).

Solution ID TAUS0618869EN* **Solution Usage** 9

Description

Creases in copies when copying face down.

Solution

CAUSE: The paper exit conveyance roller/upper (de-curling roller) is worn.

SOLUTION: Replace the de-curling (p/n 56AA53070).

Solution ID TAUS0618895EN* **Solution Usage** 9

Description

Intermittent J32-02 when copying or duplexing.

Solution

CAUSE: Failed PS42 (paper reverse photosensor).

SOLUTION: To verify the operation of PS42, perform the following:

1. Power the copier OFF.
2. Access the 47 multimode (power the copier ON, while pressing the 4 and 7 keys), input code 024, press P-3-P.
3. Place a sheet of paper in the reversal section, if no change of state occurs replace PS42 (p/n 08AA85510).

Solution ID TAUS0619083EN* **Solution Usage** 9

Description

DF316, skewed copies intermittently.

Solution

CAUSE: Dirty or failed original skew detection control sensor PS307 (front) and/or PS308 (rear).

SOLUTION: Clean or replace PS307 (p/n 13QA85510) and PS308 (p/n 13QA85510) as needed.

Solution ID TAUS0621686EN* **Solution Usage** 9

Description

Intermittent J32-04 when copying.

Solution

CAUSE: The paper exit driving motor has failed.

SOLUTION: Replace the paper exit driving motor (p/n 56AA80110).

SPECIAL NOTE: Solution provided by BOB COCHRANE, NORTHEAST COPIER SYSTEMS, INC.

Solution ID TAUS0617986EN* **Solution Usage** 8

Description

How to program the Mixed Original mode as a default at power up.

Solution

To program the Mixed Original mode as default, perform the following:

1. Access the Key Operator Mode by powering ON the machine while pressing the HELP key.
2. Press [13. Memory Switch].
3. Press the down-arrow and select [4. Job Memory Auto recall (30)].
4. Press [Change Setting Contents] to turn ON this feature.

5. Exit the Key Operator Mode and press [Special Original].
6. Press [Mixed Original] and then press OK.
7. Press the Job Memory key.
8. Access job number 30 by pressing the down arrow and then pressing [30].
9. Press [Store] .
10. The Check Mode screen will appear.
11. Press OK and a screen will appear to name the job.
12. Enter up to 16 characters (optional) and press OK.
13. Power the 7155 OFF/ON to exit the Key Operator Mode.

Solution ID TAUS0620448EN*

Solution Usage 8

Description

SC56-04 at power up.

Solution

CAUSE: The NVRAM is corrupted or has failed.

SOLUTION: Remove and reseat the NVRAM/memory board located on the IMCB. Perform a factory reset (47 mode, output code 93 first, and then 92 if needed), and replace the NVRAM/memory board if all else fails (p/n 56AA-9121).

Solution ID TAUS0623270EN*

Solution Usage 8

Description

How to perform the touchscreen sensitivity adjustment.

Solution

To adjust the touchscreen sensitivity, perform the following:

1. Power the copier OFF.
2. Access the Key Operator Mode (Power the copier ON, while pressing the [HELP] key).
3. Touch [10. Control panel adjustment] on the touchscreen to display the control panel adjustment screen. Note: If the touchscreen is so far out of adjustment that there is no response when touching [10. Control panel adjustment], the control panel adjustment can be accessed (at this point) by touching any numeric key on the 10-key pad.
4. Touch the + at the upper right corner of the touchscreen lightly with a touch pen (something with a round tip which is made of resin is recommended as a touch pen). Check the coordinates displayed in the top line at the top of the touchscreen.
5. Ensure the X coordinate and the Y coordinate displayed in the message area fall within the standard values. The acceptable values are on the second line.
6. If the values are not within the acceptable parameters, repeat Step 4 until the values are acceptable.
7. Touch the + at the lower left corner of the touchscreen lightly with a touch pen (something with a round tip which is made of resin is recommended as a touch pen). Repeat the process used for the upper right coordinate until acceptable values are achieved.
8. As verification of a correct adjustment, touch the [CHECK] icon at the upper left and lower right corners. You should hear a beep tone for each one. If a beep tone is not heard, repeat the adjustment.
9. Power the copier OFF/ON to exit the Key Operator Mode.

Solution ID TAUS0628058EN*

Solution Usage 8

Description

KONICA is displayed on the operation panel touchscreen and the machine is locked up.

Solution

CAUSE: The memory board is locked up or has failed.

SOLUTION: Replace the memory board (p/n 56AA-9121) as needed.

Solution ID TAUS0642795EN*

Solution Usage 8

Description

J31-2, J92-1.

Solution

CAUSE: Possible defective fuser drive motor.

SOLUTION: Check the operation of the Fixing Motor (M4) operation in diagnostics (47 mode, output code 040-0, 1 and 2). Check for 24V. Replace M4 (P/N 56AA80080) as necessary.

As a test, swap fuser drive motor with finisher exit drive motor.

SPECIAL NOTE: Solution provided by DOUG MCDANIEL, IMAGE-TEC/VIRGINIA WESTERN COPY

Solution ID TAUS0601516EN***Solution Usage** 7**Description**

FS110, J72-18.

Solution

CAUSE: The finisher bypass gate is out of adjustment.

SOLUTION: Perform the finisher bypass gate solenoid (SD705) adjustment as outline in the Service Manual.

Solution ID TAUS0616874EN***Solution Usage** 7**Description**

How many passcodes can be programmed in the ECM mode?

Solution

ECM mode on the 7155 has the capability to program and store 1000 passcodes.

Solution ID TAUS0618562EN***Solution Usage** 7**Description**

Image control board compatibility between the 7155 and 7165.

Solution

Image control board p/n 56AA-9010 is the original number and is only valid for the 7165. The original part number for the 7155 is 56AA-9012 and is only good for the 7155. The latest part number, 56AA-9013, is used with both models and is interchangeable between the two models. Refer to 7155/7165/FORCE 65 Technical Bulletin #3A for more details and specific cautionary measures to be applied prior to ordering the part and installing the board.

Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0620170EN***Solution Usage** 7**Description**

Unable to disable platen APS. After setting memory switch [10. Platen APS] and memory switch [12. Platen AMS] to OFF, the APS function remains active when an original is place on the platen glass.

Solution

CAUSE: Firmware bug.

SOLUTION: Flash firmware to printer control version 36 and image control version 51. The file names are 7155-M36p.exe and 7155-I51p.exe both are located on the Konica Web site in the EPROMs for high volume copiers section.

Solution ID TAUS0623874EN***Solution Usage** 7**Description**

E56-03 after replacing Printer Control Board.

Solution

CAUSE: There is no firmware installed on a new Printer Control Board.

SOLUTION: Flash the machine with the latest [\[\[mainbody firmware\] URL ftp://eproms:epromuser@ftp.konicabt.com/copyhigh/\]\]](ftp://eproms:epromuser@ftp.konicabt.com/copyhigh/).

Solution ID TAUS0627067EN***Solution Usage** 7**Description**

DF316, image is shifted approximately 1.5 inches in the lead-to-trail direction, and performing the RADF restart timing has no effect.

Solution

CAUSE: The three Light Shield Sheets attached to the Platen Guide Part/Left (p/n 13QE41030) are worn or damaged.

SOLUTION: Replace the three Light Shield Sheets (p/n 13QA45290).

Solution ID TAUS0628825EN***Solution Usage** 7**Description**

DF316, open/shut cover part number change.

Solution

Open/shut cover (p/n 13QA-4110).

Due to design changes, the open/shut cover part number has been changed. The cover is now an assembly consisting of the cover itself and all the interior rollers, shafts, gears, and guide plate. The original part number for the open/shut cover (p/n 13QA41010) is no longer available.

Solution ID TAUS0605771EN***Solution Usage** 6**Description**

What print driver is used to print from a DOS-based program?

Solution

Konica Minolta printer/controllers are designed for Microsoft® Window-based applications. DOS applications cannot take advantage of the advanced features of the Konica Minolta printer.

Some DOS applications do not have the ability to select a relatively compatible HP® printer. The DNA response clearly states that DOS applications are not supported by the printer in question.

Likewise, support via application testing is not available for DOS-based applications. For non-core platform applications, DOS, Vertical, HOST, etc., enhanced application support will be made available for an hourly fee. An estimate would be provided as to the time involved for testing and feedback on the results.

DOS applications are not technically supported since each DOS application carries its own set of printer drivers instead of a single driver that the Microsoft® Windows operating systems use.

Therefore, printing in DOS is a case-by-case basis. However, some printing functionality can be obtained using the following recommendations:

1. The application has a driver for a nearly compatible printer such as the HP® 5SiMX.
2. The user does not select any special function for the HP® printer.
3. The user does not expect to use special modes such as staple, booklet, letterhead, etc.

Solution ID TAUS0610383EN***Solution Usage** 6**Description**

DF316, skewed copies when copying through the RADF only.

Solution

CAUSE: Paper dust build-up on the platen guide part/left, which is a black plastic guide plate positioned slightly to the left of the slit glass when the RADF is closed. The original skew/F sensor (PS307) or original skew/R (PS308) falsely detects the presence of paper dust as a skewed paper feed and implements corrective action, which results in a skewed copy.

SOLUTION: To clean the platen guide part/left, perform the following:

1. Power the copier OFF.
2. Raise the RADF.
3. Remove the three gold colored screws (p/n 00Z193061) which secure the platen guide part/left (p/n 13QA41030) to the RADF. Thoroughly, clean and remove all paper dust from the platen guide part/left.
4. Reinstall the platen guide part/left and power the machine ON.

Solution ID TAUS0616847EN***Solution Usage** 6**Description**

How to perform the LCD sensitivity adjustment.

Solution

To adjust the LCD sensitivity, perform the following:

1. Press the Help key and then Press Key Operator Mode on the touchscreen.
 2. Press selection [10] on the LCD to access the control panel adjustment screen.
- Note: If the touchscreen is so far out of adjustment that there is no response when pressing [10], the control panel adjustment can be accessed by touching any numeric key on the key pad. Two plus symbols (+) should be visible on the screen.
3. Touch [+] at the upper right corner lightly with a touch pen (something with a round tip made of resin is recommended).
 4. Touch [+] at the lower left lightly with a touch pen.
 5. As verification of a correct adjustment, touch the CHECK keys at the upper left and lower right corners. A beep sound should be heard for each one. If a beep tone is not heard, repeat the adjustment.
 6. After the adjustment is complete, press the [0] key on the numeric key pad.
 7. Power the machine OFF to store the adjustment. Power the machine ON normally and check operation of the touchscreen.
- Note: It may be necessary to repeat this adjustment procedure several times to achieve proper LCD sensitivity.

Solution ID TAUS0618011EN***Solution Usage** 6

Description

Recommended transparency, 7155.

Solution

The standard transparency is PCUA 946427 (equivalent to the 3M* type PP2500 688/503).

The following are alternate high temperature transparencies that are also recommended:

3M* type PP2950

3M* type CG5000

Note: Konica recommends feeding transparencies through the bypass tray to reduce the occurrence of misfeeding.

* Trademark ownership information

Solution ID TAUS0618219EN*

Solution Usage 6

Description

FS210, three-fold specifications for copying and printing.

Solution

The three-fold option is only available from Tray 2 of the PI110. The system will feed a maximum of 3 sheets from this tray and 3-fold them. If requiring (1) sheet folded at a time, they must be loaded individually. As far as 3-folding a print job, it must be less than (3) pages. If individual pages require folding, each page must be sent as an individual print job.

Solution ID TAUS0618440EN*

Solution Usage 6

Description

SC46-08 and black lines from front-to-rear.

Solution

CAUSE: A failed write unit.

SOLUTION: Replace the write unit (p/n 56AE-6500).

Solution ID TAUS0619200EN*

Solution Usage 6

Description

DF316, how to zone the RADF.

Solution

To zone the RADF perform the following:

1. Lift the original paper feed tray.
2. Remove the clear paper feed tray bottom plate.
3. Remove the center gear (pinion/1).
4. Put the paper feed tray back down.
5. Place an 8.5x11 paper in the paper feed tray.
6. Move the side guides (regulating plate/front, and regulating plate/rear) to the desired position, and make a copy.
7. Perform steps 5-6 until desired adjustment.
8. Carefully lift the original paper feed tray back up.
9. Install the center gear, and the clear paper feed tray bottom plate.

Solution ID TAUS0619442EN*

Solution Usage 6

Description

J32-02 or jam position 11 when copying.

Solution

CAUSE: The lead edge of the paper is jamming at the paper exit conveying roller/upper (de-curling roller) due to a worn or dirty paper exit driving gear.

SOLUTION: Remove the paper exit driving gear and clean or replace as necessary (p/n 56AA77230).

Note: The paper exit driving gear is a one-way gear located on the de-curling roller.

Solution ID TAUS0622043EN*

Solution Usage 6

Description

DF316, J63-01 when feeding.

Solution

CAUSE: Paper dust on PS306 (original conveyance) is causing originals to stop before completely exiting the RADF.

SOLUTION: To inspect PS306, perform the following:

1. Lift the RADF off of the platen glass.
2. Remove the 3 screws that are securing platen guide part/left (p/n 13QA41030), and remove.
3. There are three photosensors located behind the platen guide part/left: PS306, PS307 (original skew/F), and PS308 (original skew/R).
4. Power the copier OFF and clean all three photosensors.
5. Reinstall the platen guide part/left and power the copier ON.

Solution ID TAUS0622365EN*

Solution Usage 6

Description

Light copies/prints; undertoned.

Solution

CAUSE: The developer is undertoned due to a failed TLD sensor not allowing the toner bottle to rotate.

SOLUTION: Replace the TLD sensor (p/n 40AA88030).

Solution ID TAUS0624080EN*

Solution Usage 6

Description

Photoconductive coating is peeling off the front side of the drum approximately two (2) inches from the edge of the drum flange.

Solution

CAUSE: The Mylar sheets attached to the ends of the T/S corona guide plate, which are depicted on page 38 of the 7155/7165 Parts Catalog (1st Edition, January, 2002) are missing or damaged.

SOLUTION: Since both the Mylar sheets and corona guide plate are depicted in a grayed out fashion on page 38 of the Parts Catalog (1st Edition, January, 2002), the parts are not available individually. Therefore, the T/S unit (p/n 56AA-2601) should be replaced.

Solution ID TAUS0626278EN*

Solution Usage 6

Description

The lead edge of copies is wrinkled slightly when copying face down.

Solution

CAUSE: The paper exit conveyance roller/upper (de-curling) is worn.

SOLUTION: Replace the de-curling roller (p/n 56AA53070).

Solution ID TAUS0627912EN*

Solution Usage 6

Description

DF316, unable to install the pick up and feed tires from the original open/close cover into the new open/close cover.

Solution

CAUSE: After ordering the new open/close cover (p/n 13QA41010), due to design changes which have been incorporated into the positioning of the guide fins and mounting of the pickup and feed tires, the parts are incompatible. The parts needed to install a new style open/close cover onto a DF316 are not available as individual pieces.

SOLUTION: When replacing the open/close cover, order the entire open/close cover assembly (p/n 13QA-4110), which consists of the cover itself and all the interior rollers, shafts, gears, and guide plate.

Solution ID TAUS0616843EN*

Solution Usage 5

Description

Memory specifications, 7155.

Solution

The standard memory of the main body E-RDH is 64MB. There is one additional slot for memory which can be expanded to a maximum of 320MB. Additional memory is installed on the image CB located at the rear of the unit.

Notes:

1. Available Konica memory:

ITEM #	ITEM	DIMM
950631	MU-401	64MB
950632	MU-402	128MB
950588	MU-303	256MB

2. Other 256MB memory DIMM that can be used are as follows:

The recommended 256MB DIMM is as follows:

- a. Century Microelectronics, Inc.* (PC133/256MB/NON ECC), DTV6E8-CL3 (Hitachi)* [[http://www.century-micro.com| URL http://www.century-micro.com]]
- b. Melco Inc.* PC133/256MB/NON ECC, VS133-256M (Toshiba)* [[http://www.melcoinc.com/english/index.html| URL http://www.melcoinc.com/english/index.html]]

SPECIFICATIONS

1. 256MB (64bitx32M composition)/[16Mword x 8bit] synchronous DRAM x 16 + serial EPROM]/Clock frequency : (CL=2) 80 MHz and more/168-pin DIMM (a gold terminal).
2. Banks on each SDRAM Device (BA1, BA0) : 4 Banks
3. Row Addresses :RA0-RA11
4. Column Addresses :CA0-CA9

* Trademark ownership information

Solution ID TAUS0616848EN*

Solution Usage 5

Description

How to program/adjust auto shut-off and auto low power modes.

Solution

To program auto shut-off and auto low power modes, perform the following:

1. Press the Help key and then Press Key Operator Mode on the touchscreen.
2. Press the down arrow one time and select [12] Power save setting.
3. Using the up/down arrows select the desired settings for auto low power (5 min to 240 min) and auto shut-off (OFF, or 30 min to 240 min) and press OK.
4. Press Return on the touchscreen a couple of times to return to normal mode.

Solution ID TAUS0616865EN*

Solution Usage 5

Description

How to program the ECM to recognize individual passwords of less than 8 digits.

Solution

To program the ECM to recognize individual passwords of less than 8 digits, perform the following:

1. Press the HELP key.
2. Press Key Operator Mode which is displayed on the touchscreen.
3. Touch the down arrow, which is located at the bottom left corner of the touchscreen once.
4. Touch [13: Memory switch setting] on the touchscreen.
5. Touch the down arrow, which is located at the bottom left corner of the touchscreen four (4) times.
6. Touch the down arrow, which is located on the right side of the touchscreen 6 times. [28: E.C.M. password 8 digits] will be highlighted.
7. Touch the [Change Setting Contents], which is located at the bottom of the touchscreen. [28: E.C.M. password under 8 digits] will be highlighted.
8. Press RETURN on the touchscreen a couple of times to return to normal mode.

Solution ID TAUS0616872EN*

Solution Usage 5

Description

How to print ECM information.

Solution

To print ECM information, perform the following;

1. Access the Key Operator Mode by pressing the HELP key then touching KEY OPERATOR MODE from the touchscreen.
2. At the Key Operator screen, touch the down arrow which is located at the bottom left corner of the touchscreen then touch #14 (machine management list print).
3. Press #3 ECM Management list.
4. Press the START key to print the list.
5. All active ECM accounts will be printed.
6. To return to normal operation, press the P and C keys together then touch RETURN on the touchscreen two times.

Solution ID TAUS0616949EN*

Solution Usage 5

Description

FS210, how to program the finisher to exit the copies face up or face down.

Solution

To program the finisher to exit the copy face up or face down, perform the following:

1. Press the HELP key.
2. Select Key Operator Mode.
3. Press the DOWN arrow once and then select [13] Memory Switch Setting.
4. Press the DOWN arrow and scroll to [45] Exit Direction.

5. Select Change Setting Contents to select Face Up or Face Down.
6. Press RETURN twice to return to normal mode.

Solution ID TAUS0618438EN*

Solution Usage 5

Description

PI110, unable to staple or fold.

Solution

CAUSE: The paper trays are not adjusted.

SOLUTION: To adjust the paper trays, perform the following:

1. Access the 36 mode (power the machine ON while holding down on the 3 and 6 keys).
2. Touch the "[6] Finisher Adjustment " key on the screen.
3. Touch the "[3] Cover Sheet Tray Size adjustment" on the screen.
4. Set the cover sheet tray (upper/lower) to 8.5x11R paper size.
5. Touch the "Start" key on the screen.
6. When adjustment is completed, the following message is indicated: "Cover sheet tray size adj." "COMPLETE"
7. Power the machine OFF/ON to exit the 36 mode.

Solution ID TAUS0619012EN*

Solution Usage 5

Description

PLEASE INSERT TRAY message and the paper trays indicate SPECIAL.

Solution

CAUSE: Paper has fallen behind one of the paper trays.

SOLUTION: Carefully inspect for torn paper behind the paper trays and also in both (male and female) connectors on each tray. It is very difficult to see the torn paper inside the connector.

SPECIAL NOTE: Solution provided by Ish Prieto, TML ENTERPRISES, INC.

Solution ID TAUS0619450EN*

Solution Usage 5

Description

Intermittent J31-01.

Solution

CAUSE: Paper stops at the 2nd resist roller.

SOLUTION: Check the conveyance motor (M5) operation in diagnostics (47 mode, output code 083). If the motor does not start, spin the fly wheel with your finger. Replace M5 (p/n 56AA80070) as necessary.

Solution ID TAUS0619555EN*

Solution Usage 5

Description

DF316, J65-20 with intermittent area 14 and 15 jams.

Solution

CAUSE: PS308 (original skew sensor/rear) is ON while in the idle state.

SOLUTION: To check PS308, perform the following:

1. Remove any paper or dust in paper path.
2. Verify PS308 operation in the 47 multimode, input code 060, P-12-P. LOW should be displayed without paper, and HIGH with paper.
3. If the signal changes and does not go back to LOW, check the paper path and/or replace PS308 (p/n 13QA85510).

Solution ID TAUS0620196EN*

Solution Usage 5

Description

FS110, static buildup in the finisher is causing the copies to mis-staple.

Solution

CAUSE: The old style neutralizing brush is installed.

SOLUTION: Install the new style neutralizing brush (p/n 13NK50220).

Solution ID TAUS0620385EN***Solution Usage** 5**Description**

When copying in repeat mode, the image on the front side of the copies is cut off, and when using repeat auto mode the images are all black.

Solution

CAUSE: Firmware bug.

SOLUTION: Flash firmware to printer control version 36 and image control version 51. The file names are 7155-M36p.exe and 7155-I51p.exe both are located on the Konica Web site in the EPROMs for high volume copiers section.

Solution ID TAUS0621548EN***Solution Usage** 5**Description**

Intermittent J17-01.

Solution

CAUSE: Pressing spring (p/n 56AA46160) incorrectly installed in the bracket at PS44 in resist unit.

SOLUTION: The spring looks like it should have the long "L" shaped leg go in the square cut out of the bracket. If installed in this manner, the spring loops will compress against the actuator and hinder its return after paper actuates it. Reposition the spring.

SPECIAL NOTE: Solution provided by MAURICE HASSELER*, KBT SAN DIEGO

Solution ID TAUS0621971EN***Solution Usage** 5**Description**

Intermittently, the machine powers OFF during copy mode.

Solution

CAUSE: The DCPS failed.

SOLUTION: Replace the DCPS (p/n 56AA84510).

Note: Because the problem is intermittent, it may be difficult to check the DCPS.

Solution ID TAUS0623024EN***Solution Usage** 5**Description**

A square gray patch on the trail edge of copies/prints.

Solution

CAUSE: The cleaning blade is incorrectly installed or has flipped.

SOLUTION: Ensure that the blade is installed correctly. If the blade has flipped, it may be necessary to replace the blade (p/n 56AA20100).

Solution ID TAUS0623155EN***Solution Usage** 5**Description**

HARD DISK INSTALLATION FAILURE or HARD DISK ACCESS FAILURE message.

Solution

CAUSE: The phosphorous-based fire retardant material, which is included in the LSI package on the HD105 control board, may induce a chemical reaction with the copper lead frame inside the LSI. This will cause electrical leakage to occur between pins resulting in signal abnormality.

Note: The frequency of occurrence depends on machine use, environment, and conditions.

SOLUTION: Replace the hard drive (Item #950556).

WARNING: Always perform periodic backups of the hard drive data. To backup the data, perform one of the following:

- a. Use the Job Editor

Use the Job Editor to back up jobs one by one into the end user's PC. The Job Editor can store the image data in the PC, but cannot restore the data to the hard drive. So, once the data is backed up, the user manages and outputs the jobs on the PC.

- b. Use the PC

Using a PC, copy data stored in the hard drive. After the HD105 is replaced, connect the PC's IDE connector, and copy the files from the PC OS.

- d. Other method

Print out all the jobs. After the hard drive is replaced, register all the jobs again using the hard copies.

Notes:

1. These are Fujitsu-made hard drives. Remove the main body rear cover. A portion of the hard drive manufacturer label is visible. If the letter "F" is seen, it is the subject HD105.
2. Affected HD105 serial numbers
3. It is recommended to destroy the failed HD105 physically on site if there is any confidential customer data that may be irretrievable. Check with the

customer to verify if any data is proprietary and sensitive. The account may want the hard drive, and in that case, they will have to purchase a replacement from Konica. If the decision is to destroy the hard drive physically, remove the board and make cuts in around the metal cover that is hidden under the Warning label. Remove the metal cover and scratch the surface of the disk using jeweler's screwdriver or similar device.

3. HD105 Installation Procedure .

4. To view the above PDFs, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[<http://www.adobe.com/products/acrobat/readstep2.html>| URL <http://www.adobe.com/products/acrobat/readstep2.html>]]

* Trademark ownership information

Solution ID TAUS0623636EN*

Solution Usage 5

Description

The display is blank.

Solution

CAUSE: CN136-14 at the IMCB (p/n 56AA-9012) failed.

SOLUTION: Check for a loose wire at CN136-14 at the IMCB. This is the 5V DC supply line for the control panel.

Solution ID TAUS0626616EN*

Solution Usage 5

Description

How to isolate Tray 1.

Solution

To isolate Tray 1, perform the following:

1. Power the copier OFF.
2. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
3. Touch [1. Software SW setting] on the touchscreen.
4. Scroll to software switch 18-0 using the arrow keys.
5. Set 18-0 to [ON (1)], which will enable Tray 1 isolation.
6. Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0629357EN*

Solution Usage 5

Description

J32-09 at power up.

Solution

CAUSE: Failed PRCB.

SOLUTION: Check PS30 (Fixing exit PS) in the 47 mode for proper operation. Slide out the ADU carriage, and enter the 47 multimode, output code 24, press 1. The display panel will indicate (H). Slide the ADU back into normal position, and the display panel should indicate (L). If PS30 does not change state, replace the PRCB (p/n 56AA-9021).

Solution ID TAUS0630691EN*

Solution Usage 5

Description

FS110, J72-29 after last copy of a set is exited to the main tray, or constant J73-01 at power up.

Solution

CAUSE: Damaged or fatigued main tray paper exit sensor (PS706) wiring harness connector.

SOLUTION: Remove the main tray paper exit sensor (PS706) and thoroughly inspect all three wires of CN125 for any signs of damage or fatigue. Repair or replace the FNS Wiring/1 harness (p/n 13QE90010) as necessary.

SPECIAL NOTE: Solution Provided by Allan Lyons, Business Equipment Unlimited.

Solution ID TAUS0639769EN*

Solution Usage 5

Description

SC56-04 after replacing the NVRAM.

Solution

PROBABLE CAUSES:

1. The SC56-04 service code is generated when a new memory board is installed and the copier serial number information is not entered. Re-enter the copier serial number after the memory board has been properly installed and reset. The new memory board must be initialized and the serial number information must be re-entered into the copier. Refer to attached bulletin 3613 for details.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>

2. If an optional print controller has been installed, SC56-04 may indicate a communication problem between the print controller and the IFB (Controller Interface Board) or between the IFB and ICB (Image Control Board).
Re-seat the connectors on the ICB.

3. The code sometimes indicates a communication problem between the operation panel and the ICB. If the copier functions normally, except when printing from the controller, the problem is most likely related to the Interface Board.
Re-seat the connectors on the ICB and the operation panel. Verify that the copier has current firmware. If the code persists, reload the PRCB firmware and the ICB firmware. It is also possible that the ICB (p/n 56QA-9010) or IFB (p/n 65AA-9120) may need to be replaced.

Solution ID TAUS0701340EN*

Solution Usage 5

Description

Intermittent RADF jamming, J61-1 or J62-3.

Solution

Cause: Intermittent failure of the interlock switch.

Solution: Replace the interlock microswitch (p/n 4014-1301-01).

Solution ID TAUS0615861EN*

Solution Usage 4

Description

How to print the management lists.

Solution

To print the management lists, perform the following:

1. Access the 36 mode (Power the copier ON while pressing the 3 and 6 keys).
2. Select [7. List output mode].
3. From the List Output Mode Menu Screen, select the option to be printed, load 8.5x11 paper in Tray 1, and press the START button.

Note: If 25 mode 30-1 is set to 0, the following options are available:

- [1. Machine management list 1].
- [2. Adjustment data list].

If 25 mode 30-1 is set to 1, the following options are available:

- [1. Machine management list 1].
- [2. Adjustment data list].
- [3. Machine management list 2].
- [4. Parameter list].
- [5. Memory dump list].
- [6. Font pattern].

To change the setting in the 25 mode, perform the following:

1. Access 25 mode (Power the copier ON while pressing 2 and 5).
2. Select option 1, SOFTWARE SWITCH.
3. Scroll to dipswitch 30-1 using the arrows.
4. Set it to a 1 by selecting ON or to a 0 by selecting OFF.
5. Power the machine OFF/ON

Solution ID TAUS0616845EN*

Solution Usage 4

Description

How to check the amount of DIMM memory installed in the E-RDH.

Solution

To check the amount of DIMM memory installed, perform the following:

1. Access the 47 mode (power the copier ON while pressing the 4 and 7 keys), press 197 and then press the START key.
2. The amount of installed memory will be displayed as follows: 64MB, 128MB, 192MB and 320MB.
3. Power the copier OFF/ON to exit the 47 mode, or press the MODE CHANGE and BASIC SCREEN or EXIT to return to normal mode.

Solution ID TAUS0616861EN*

Solution Usage 4

Description

How to clear fuser abnormality codes (F34-xx, F35-xx, F36-xx).

Solution

To reset a fuser abnormality code, perform the following:

1. Access the 25 mode (hold down the 2 and 5 keys at power up) or turn the main switch ON and wait for the Ready to Copy message. Hold the P button

down until the message Enter 4-digit Password To Change is displayed.

Note: The button must be held down for about 5 seconds before the message is displayed.

2. Enter the password 9272 and press the Start Print button.
3. Press [1: Software SW setting] on the touchscreen.
4. Press the left up-arrow, which is displayed on the touchscreen, 2 times. The number displayed above the up-arrow will change to 03.
5. Select the bit number of switch 1, using the right up-arrow, 03-1 will be displayed.
6. Press the [OFF (0)] key, which is displayed on the touchscreen.
7. Power the machine OFF/ON to exit the 25 mode or press RETURN, MODE CHANGE and then BASIC SCREEN to return to normal operation.

Solution ID TAUS0616950EN*

Solution Usage 4

Description

DF316, the RADF is indicating 11x17 paper when an 8.5 x11 original is placed in the feed tray.

Solution

CAUSE: The RADF original size detection needs to be adjusted.

SOLUTION: To adjust the RADF original size detection, perform the following:

1. Access the 36 mode (press and hold down the 3 and 6 keys at power up) or hold the P button down until the message Enter 4-digit Password is displayed. Enter the password 9272 and press the Start Print button.
- Note: The button must be held down for about 5 seconds before the message is displayed.
2. Select Image Adjustment.
3. Select RADF Adjustment.
4. Select RADF Original Size Adjustment.
5. Place a 8.5x11 original in the feed tray and press START, wait until COMPLETED is displayed.
6. Press NEXT on the touchscreen and place a 5.5x8.5R original in the feed tray and press START. Wait until COMPLETED is displayed.
7. Press RETURN three times, MODE CHANGE and EXIT to return to normal mode.

Solution ID TAUS0618315EN*

Solution Usage 4

Description

When selecting the stamp/overlay application, the stamp, watermark and overlay memory features are not available (grayed out).

Solution

CAUSE: The availability of the stamp, watermark and overlay memory features require that the optional hard drive (HD105) be installed.

SOLUTION: Install the optional hard disk drive HD105 (PCUA 950556).

Solution ID TAUS0618901EN*

Solution Usage 4

Description

Unable to store jobs on the hard drive (HD105). All HDD icons on the touchscreen are grayed out.

Solution

CAUSE: The HD105 is not enabled.

SOLUTION: Enable the store to HD105 feature by performing the following procedure:

1. Access the 25 mode (hold down the 2 and 5 keys at power up) or turn the main switch ON and then wait for the Ready to Copy message.
2. Hold the P button down until the message 'Enter 4-digit Password To Change' is displayed.
- Note: The button must be held down for about 5 seconds before the message is displayed.
3. Enter the password 9272 and press the Start Print button.
4. Select [1] (Software SW setting).
5. Press the left up-arrow until 08 is displayed.
6. Press the right up-arrow until 7 is displayed. The top of display should indicate SOFTWARE SWITCH SET MODE 08-7:1, Change the 1(Disabled) to a "0" to enable Store on hard disk.
7. Press RETURN, MODE CHANGE and then BASIC SCREEN to return to normal operation.

Note: Enable the following Memory Switches in the Key Operator mode:

- 43 - Image Stored Cont. (SRV) to ON
- 44 - Image Recalled Cont. (SRV) to ON

Solution ID TAUS0621122EN*

Solution Usage 4

Description

How to input E-mail addresses from a PC to the 7155.

Solution

To input E-mail addresses from a PC to the 7155, perform the following:

1. Access the 25 mode (hold down the 2 and 5 keys and power the unit ON) or hold the P key down until the message 'Enter 4-digit Password To Change' is displayed.

Note: The button must be held down for about 5 seconds before the message is displayed.

2. Enter the password 9272 and press the Start Print button.
3. Select [1] (Software SW setting).
4. Using the left arrow, scroll until 22 is displayed.
5. Ensure 22-00 is displayed and then press ON.

Note: SW22-00 must be on to enable the TCP/IP* address setting for the 7165 internal NIC.

6. Access the Key Operator Mode by pressing the HELP key then touching KEY OPERATOR MODE from the touchscreen.
7. At the Key Operator screen, touch the down arrow which is located at the bottom left corner of the touchscreen then touch [1] System Initial Setting.
8. Select [3] TCP/IP address Setting.
9. Enter the IP address, Subnet Mask and Gateway and press OK.
10. Attach the main body NIC to the network and browse to the NIC using the TCP/IP address.
11. Select Copier Setup.
12. Enter the Key Operator password and select APPLY. If a Key Operator password is not assigned, enter 0000 and select APPLY.
13. Select Scan Transmission Setting.
14. Enter the name and E-mail address to be registered and select Registration.
15. The E-Mail address is now set on the main body.

Note: As an alternative, register the HDD and FTP information from the same screen.

* Trademark ownership information

Solution ID TAUS0621854EN*

Solution Usage 4

Description

The PDF option is grayed out when trying to scan to the hard drive.

Solution

CAUSE: Scanning to the hard drive in PDF format requires 25 mode dipswitch 25-0 be set to 1. Also the main body ROMS must be at least versions I40-1/P34 and the IP511 must have system code/startup of at least 570b.

SOLUTION: Upgrade the printer and controller to the necessary levels and change the 25 mode dipswitch 25-0 to 1.

Solution ID TAUS0622396EN*

Solution Usage 4

Description

Paper lead edge is folded or torn at 70mm to 85mm from the center towards both edges in reverse exit in 1:2, or 2:2 modes. The problem is not noticeable on a single sheet, but becomes visible when many sheets are stacked.

Solution

CAUSE: Damaged or improperly positioned ADU guide sheet/1.

SOLUTION: Inspect both the front and rear ADU guide sheet/1 for any signs of damage or improper positioning. Refer to the illustration for proper positioning of the ADU guide sheet/1. Replace the ADU guide sheet/1 (p/n 56AA51580) as necessary.

Note: The following serial numbers are the units affected:

56EA01519 to 01782
 56EE09127 to 09835
 56EF02015 to 02371
 56EN01156 to 01175
 56EG00020 to 00034
 56EV00052 to 00107

Solution ID TAUS0623077EN*

Solution Usage 4

Description

FS210, J72-28 while sorting.

Solution

CAUSE: A loss of 24V DC to the FNRLB (finisher relay board).

Note: M713 (stacker entrance) does not turn ON in the 47 mode.

SOLUTION: Replace the FNRLB (p/n 13QJ-9320), and M713 (p/n 12WM80030).

Solution ID TAUS0625809EN*

Solution Usage 4

Description

SC23-03 at power up.

Solution

PROBABLE CAUSES:

1. The drum drive motor M2 has failed. SC23-03 indicates an drum drive rotation (EM signal) abnormality. The motor does rotate in the 47 diagnostics

multimode, output code 041, press P-00-P.
Replace M2 drum drive motor (p/n 56AA80080).

2. Developing unit drive gears are binding.

Clean or replace the developing unit drive gears also clean the toner recycling tube.

Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

SPECIAL NOTE: Solution provided by Larry Wing, Jr., KMBS ATLANTA

* Trademark ownership information

Solution ID TAUS0625887EN*

Solution Usage 4

Description

Loss of density in the front-to-rear direction approximately 43mm from the trail edge of halftone and photo images. Also, text may be thickened and blurred when compared to the same text at the lead edge of the copy.

Solution

CAUSE: The T/S corona unit is not seated properly at the rear and allows too much of a gap between the drum and copy paper during the transfer process. The trail edge slaps against the drum surface when released from the registration rollers and disrupts the image during transfer.

SOLUTION: Check and adjust the rear of the T/S corona as follows:

1. Open the front door, lower the ADU locking lever, and pull the conveyance unit out of the engine.
2. Turn the main power switch OFF.
3. Loosen the 2 mounting screws and remove the T/S corona.
4. Hold down Item A in the illustration and raise the ADU locking lever to raise the conveyance unit.
5. Place a scale as indicated in the illustrations and measure the height of the T/S power contact mounting plate (Item B).
6. As indicated in the illustration, form the power contact mounting plate so that it is 1.0mm to 2.0mm higher than the measurement taken in step #5.

Notes:

- a. Do not over compensate - the bearing (p/n 26NA17280) can disengage.
- b. Never modify the plate more than the 2.0mm maximum.
7. Confirm the measurement again.
8. Hold down Item A and rotate the ADU locking lever to raise the conveyance unit.
9. Install the T/S corona unit, slide the conveyance unit into the engine, and raise the ADU locking lever to the normal position.
10. Close the front door.
11. Turn the main power switch ON.

UNEVEN DENSITY CORRECTION

If the results do not satisfy the customer's requirements, perform the following procedure:

1. Raise the contact springs by 1.6mm by placing 2 flat washers (p/n 00Z610401) under them.
2. After first cleaning the TSL, install a green protective filter (p/n 56AAK0050) over it.

Notes:

- a. Refer to 7155/7165/FORCE 65 Technical Bulletin #11 .
- b. To view all the PDFs, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0626630EN*

Solution Usage 4

Description

F46-99 at power up.

Solution

CAUSE: A failed image control board.

SOLUTION: Replace the image control board (p/n 56AA-9012).

Note: Ensure that there is no problem with the memory on the E-RDH before replacing the image control board.

Solution ID TAUS0626736EN*

Solution Usage 4

Description

DF316, image is shifted approximately 1.5 inches in the lead-to-trail direction.

Solution

CCAUSE: The RADF position is incorrect.

SOLUTION: To correct the RADF position, perform the following:

1. Open the RADF and remove the original stopper plate.
2. Loosen the 3 front and 3 rear RADF mounting screws.

3. Install the two RADF positioning jigs (p/n12OA1052).
4. Close the RADF to mate the reference holes and RADF positioning jigs.
5. Open the RADF slowly, then tighten the 3 front and 3 rear RADF mounting screws.

Solution ID TAUS0626738EN*

Solution Usage 4

Description

SC21-06 at power up.

Solution

CAUSE: The transfer cleaning motor (M10) failed.

SOLUTION: To disable M10, perform the following:

1. Power the copier OFF.
2. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
3. Touch [1: Software SW setting] on the touchscreen.
4. Touch the left up-arrow three (2) times.
5. Verify that 3-0 is displayed. Use the right up/down arrows until 3-4 is displayed.
6. Touch the right up/down arrow one (1) time (3-4 will be displayed).
7. Touch [ON] (1).
8. Power the copier OFF/ON to exit the 25 mode.
9. Power the machine ON to see if SC21-06 occurs.
10. If SC21-06 does not occur, replace M10 (p/n56AA-3831).

Solution ID TAUS0628430EN*

Solution Usage 4

Description

Blank display with timer LED flashing.

Solution

CAUSE: A new image processing board has been installed.

Note: New image processing boards are not normally pre-flashed with firmware.

SOLUTION: To flash the image processing board, perform the following:

1. With the 7155 powered OFF, connect laptop PC to the ISW connector.
2. Power ON the 7155 (timer LED flashing).
3. Send the Image files while the machine is ON and the timer LED is flashing. Then follow the text instructions on the display.

Solution ID TAUS0628760EN*

Solution Usage 4

Description

PK120, J72-43 when punching.

Solution

CAUSE: The PK sensors require a sensitivity adjustment.

SOLUTION: To adjust the PK sensors, perform the following:

1. Open the front door of the finisher and turn the power ON.
2. Remove the PK control board cover (1 screw).
3. On the board there are 5 VRs and 5 corresponding LEDs.
4. For each sensor, turn the VR clockwise until the corresponding LED goes out. Then turn the VR counterclockwise slowly until the LED lights and continue counterclockwise one more graduation after the LED lights. Perform this procedure for all 5 sensors.

Solution ID TAUS0601973EN*

Solution Usage 3

Description

PK110, punch unit not recognized after installation.

Solution

CAUSE: The punch unit isolation software dipswitch is ON.

SOLUTION: Turn OFF the punch unit isolation software dipswitch. To turn OFF the punch unit isolation software dipswitch, perform the following:

1. Access the 25 mode (power the copier ON while pressing the 2 and 5 keys).
2. Select software SW setting.
3. Using the up/down arrows scroll to address 19-5.
4. Select OFF.
5. Power the machine OFF/ON.

Solution ID TAUS0616852EN***Solution Usage** 3**Description**

FS110, can the punch kit PK110 be used on this finisher?

Solution

The PK110 (PCUA 950554) can be installed on both the FS110 and FS210.

Solution ID TAUS0616854EN***Solution Usage** 3**Description**

How to program the machine to automatically delete scanned jobs on the hard drive in conjunction with the use of the Scan to HDD feature.

Solution

To program the machine to automatically delete scanned jobs from the hard drive, perform the following:

1. Press the MODE key to select PRINTER.
2. Press Controller Set on the touchscreen.
3. Press the DOWN arrow one time.
4. Press ScanDataAutoDel on the touchscreen and press OK.
5. Select one of the following options: OFF, 12hour, 24hour, 2days, 4days, 6days, 8days or 10days and press OK.
6. Press the MODE key and select COPY to return to normal mode.

Solution ID TAUS0617185EN***Solution Usage** 3**Description**

How to set up E-mail notification feature for paper jams, service codes, completed print jobs and other various selections.

Solution

To set up the E-mail notification feature, perform the following:

1. Access the 25 mode (hold down the 2 and 5 keys and power the unit ON) or hold the P key down until the message 'Enter 4-digit Password To Change' is displayed.

Note: The button must be held down for about 5 seconds before the message is displayed.

2. Enter the password 9272 and press the Start Print button.
3. Select [1] (Software SW setting).
4. Using the left arrow scroll until 22 is displayed.
5. Insure 22-00 is displayed and then press ON. SW22-00 must be on to enable the IP Address setting for the 7165 internal NIC.
6. Access the Key Operator Mode by pressing the HELP key then touching KEY OPERATOR MODE from the touchscreen.
7. At the Key Operator screen, touch the down arrow which is located at the bottom left corner of the touchscreen then touch [1] System Initial Setting.
8. Select [3] IP Address Setting.
9. Enter the IP address, Subnet Mask and Gateway and press OK.
10. Select [4] E-mail Transmission Setting.
11. Select [1] IP Address Setting and enter the IP Address of the Mail Serve and press OK.
12. Select [2] E-mail Set (Machine Manager) and enter the E-mail address of the individual who is in charge of the machine and press OK.
13. Select [3] E-mail Set (Condition Inform) and enter the E-mail address of the person who is to be notified and press OK.
14. Select [4] E-mail Transmission Item Set and press to select any combination of the following notifications:
Service call, Jam, Paper supply, Toner supply, PM call, Complete job, Non complete job, Stapler cartridge supply, Finisher tray full and Dispose of trash basket.
15. After the selections have been made press OK and return to normal operation.

Solution ID TAUS0617270EN***Solution Usage** 3**Description**

Lines or banding appears on copies when using the non-image area erase function.

Solution

CAUSE: An external light source is shining light on the glass.

SOLUTION: Move the copier or the light source.

Solution ID TAUS0617604EN***Solution Usage** 3**Description**

Can non-standard paper sizes be used in the paper trays?

Solution

European non-standard paper sizes (A5, A4R, etc.) can be used. Using special non-standard paper sizes (not equivalent to US or European length or width paper sizes) will cause the rear paper tray paper guide stop to line up incorrectly and may result in a paper jam. When using special size non-standard originals, the bypass tray should be used. The paper size dimensions can also be entered for the bypass tray upon inserting the non-standard size paper into

the bypass tray. Simply press the bypass tray Icon and then press Paper Size/Type to enter the dimensions of the paper.

Solution ID TAUS0617836EN*

Solution Usage 3

Description

When PROOF COPY mode is used and the print quantity is set for 2 or more, rather than resuming the job and including the proof set, the entire job quantity is output without deducting the proof set. Therefore, the total output quantity is always one set more than the requested quantity.

Solution

CAUSE: Functionality limitation in earlier levels of firmware. New firmware version allows choice of including the proof set, or excluding the proof set from the total job.

SOLUTION: To allow selection of PROOF COPY functionality, perform the following:

1. Upgrade to the current firmware versions of 34 printer control and 40 image control, or higher if available.
2. Power the copier OFF.
3. Access the 25 mode (power the copier on, while pressing the 2 and 5 keys).
4. Scroll to dipswitch 29 and select [0] to not include the proof set in the total job, or select [1] to have the proof set included in the total job.
5. Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0618187EN*

Solution Usage 3

Description

SC46-81 after installing additional memory in the E-RDH. Random SC46 codes may also be indicated.

Solution

CAUSE: SSW 10-2 is not enabled. This allows the unit to recognize additional memory.

SOLUTION: To enable the unit to recognize additional memory, perform the following:

1. Access the 25 mode (hold down the 2 and 5 keys at power up) or turn the main switch ON and then wait for the Ready to Copy message.
2. Hold the P button down until the message 'Enter 4-digit Password To Change' is displayed.

Note: The button must be held down for about 5 seconds before the message is displayed.

3. Enter the password 9272 and press the Start Print button.
4. Select [1] (Software SW setting).
5. Press the left up-arrow until 10 is displayed.
6. Press the right up-arrow until 2 is displayed. The top of display should indicate SOFTWARE SWITCH SET MODE 10-2:0.
7. Press the ON button once. The top of display should now indicate SOFTWARE SWITCH SET MODE 10-2:1.
8. Press RETURN, MODE CHANGE and then BASIC SCREEN to return to normal operation.

Solution ID TAUS0618309EN*

Solution Usage 3

Description

PI110, can not manually tri-fold or fold and stitch. The ready indication LED on the finisher changes to red when selected.

Solution

CAUSE: The cover sheet tray size detection adjustment needs to be performed.

SOLUTION: Perform the cover sheet tray size detection adjustment as listed below:

1. Access the 36 mode (hold down the 3 and 6 keys at power up) or turn the main switch ON and then wait for the Ready to Copy message. Hold the P button down until the message 'Enter 4-digit Password To Change' is indicated.

Note: The button must be held down for about 5 seconds.

2. Enter the password 9272 and press the Start Print button.
3. Select the 36 mode.
4. Select [6] Finisher Adjustments.
5. Select [3] Cover Sheet Tray Adjustment.
6. Perform the adjustment as indicated on the touchscreen.
7. Press RETURN, RETURN, MODE CHANGE and EXIT to return to normal mode.

Solution ID TAUS0618433EN*

Solution Usage 3

Description

Where is additional E-RDH memory installed?

Solution

Additional memory is installed on the image control board (IMCB) located at the rear of the machine, upper left corner. There is one available slot for additional memory.

Solution ID TAUS0618647EN*

Solution Usage 3

Description

When scanning from the platen, the optics slams to the exit side.

Solution

CAUSE: Home position sensor (PS61) information is not being interpreted by the SCDB.

SOLUTION: Reseat SCDB connections or replace the SCDB (p/n 56AA-9090).

Note: The scanner driver board is interchangeable with the 7165 SCDB.

Solution ID TAUS0619299EN*

Solution Usage 3

Description

The LCD touchscreen is dim and can not be adjusted in the Key Operator Mode using the contrast panel adjustment.

Solution

CAUSE: The LCD indication board has failed.

SOLUTION: Reseat all LCD connectors and replace the indication board if needed (p/n 55VA87540).

Solution ID TAUS0619775EN*

Solution Usage 3

Description

Intermittent SC46-91 usually during large print jobs.

Solution

CAUSE: The standard 64MB of memory is not enough for this environment.

SOLUTION: Increase the memory. The standard memory of the main body E-RDH is 64MB. There is one additional slot for memory which can be expanded to a maximum of 320MB. Additional memory is installed on the image CB located at the rear of the unit.

Note: Available Konica memory:

ITEM #	ITEM	DIMM
950631	MU-401	64MB
950632	MU-402	128MB

Solution ID TAUS0619962EN*

Solution Usage 3

Description

When using front or back blank covers or blank copy insert modes, the software counter is not incrementing the count for the insert, however the hard counter is incrementing the count for the insert.

Solution

CAUSE: Firmware bug.

SOLUTION: Upgrade the printer control ROM to version 37 to resolve the problem.

Solution ID TAUS0620020EN*

Solution Usage 3

Description

FS210, J72-18.

Solution

CAUSE: The finisher bypass gate is out of adjustment.

SOLUTION: Perform the finisher bypass gate solenoid (SD705) adjustment as outline in the Service Manual.

Solution ID TAUS0620449EN*

Solution Usage 3

Description

SC56-04 and the LCD is blank. This occurs after the machine comes to the warm-up screen and then shuts down and goes into power saver mode.

Solution

CAUSE: The PRCB (Printer Control Board) firmware is corrupt or the PRCB has failed.

SOLUTION: Reseat all connectors on the printer CB and the IMCB and re-flash the main body. Replace the PRCB (p/n 56AA-9021) and/or the IMCB (p/n 56AA-9013).

Solution ID TAUS0620637EN***Solution Usage** 3**Description**

PK120A, the punch unit is grayed out.

Solution

CAUSE: The punch unit is disabled in the 25 mode.

SOLUTION: To enable the punch unit, perform the following:

1. Access the 25 mode (hold down the 2 and 5 keys at power up) or turn the main switch ON and then wait for the Ready to Copy message.
2. Hold the P button down until the message 'Enter 4-digit Password To Change' is displayed.

Note: The button must be held down for about 5 seconds before the message is displayed.

3. Enter the password 9272 and press the Start Print button.
4. Select [1] (Software SW setting).
5. Press the left up-arrow until 19 is displayed.
6. Press the right up-arrow until 5 is displayed. The top of display should indicate SOFTWARE SWITCH SET MODE 19 - 5: 1
7. Press the OFF button once. The top of display should now indicate SOFTWARE SWITCH SET MODE19-5:0
8. Press RETURN, MODE CHANGE and then BASIC SCREEN to return to normal operation.

Solution ID TAUS0621306EN***Solution Usage** 3**Description**

How to set the PDF or TIFF option as a default when scanning to E-Mail, FTP, or HDD.

Solution

At the present time, there is no way to set the default to TIFF when scanning to E-Mail, FTP, or HDD.

Note: Switching between TIFF and PDF can only be accomplished manually on the Operation Panel.

Solution ID TAUS0622095EN***Solution Usage** 3**Description**

Internally generated prints skew from Tray 3 only.

Solution

CAUSE: The front tray guide has moved toward the front of the tray. This increases the space between guides when paper is at the top of the tray.

SOLUTION: Inspect the the front tray guide. Make sure the distance between guides from the bottom to the top of tray is the same.

SPECIAL NOTE: Solution provided by John Christiansen, PERRY CORPORATION

Solution ID TAUS0622104EN***Solution Usage** 3**Description**

PK120A, 2-hole punch availability.

Solution

The PK120A (PCUA 950583) provides 2-hole punch capability for the 7155.

Notes:

1. Refer to the InfoSource Bulletin for more details.
2. To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0622148EN***Solution Usage** 3**Description**

Intermittent J32-01.

Solution

CAUSE: The paper exit driving gear (p/n 56AA77220) is installed backwards. This gear has a one-way bearing.

SOLUTION: Install the paper exit driving gear so the the shaft is driven when the gear is turned counterclockwise.

Solution ID TAUS0622228EN***Solution Usage** 3

Description

DF316, incorrect size detection of originals placed on the RADF feed tray.

Solution

CAUSE: Overhead lighting is interfering with the original length detection performed by original length sensors (PS309) and (PS310).

SOLUTION: If, the machine cannot be moved to another location, order a sensor filter kit (p/n U193-0030) and install the original sensor filters above (PS309) and (PS310), which will block light frequencies that cause the sensors to react incorrectly. Attach the filter sheets above the sensors by using transparent tape. Since the sensors are located in a recessed area of the RADF feed tray, the tape and filter will not interfere with feeding of originals.

Note: A quantity of two (2) filter sheets is included with each sensor filter kit.

Solution ID TAUS0622412EN*

Solution Usage 3

Description

Skewed copies.

Solution

CAUSE: The 2nd paper feed unit is out of adjustment.

SOLUTION: Loosen the five set screws that that secure the 2nd paper feed unit. Locate the adjustment notches in the back right hand corner on the 2nd paper feed unit. Slide the 2nd paper feed unit to left or right until proper adjustment is achieved. Ensure to tighten all five set screws tightened after proper adjustment.

Solution ID TAUS0622536EN*

Solution Usage 3

Description

PU108, J72-60 during copy mode.

Solution

CAUSE: The PU108 control board failed.

SOLUTION: Replace the PU108 control board (p/n 13NK-9010).

Solution ID TAUS0623530EN*

Solution Usage 3

Description

PK120, after utilizing the 36 mode, punch kit vertical position mode to change the punch hole position in the vertical direction, the punch hole position is unchanged.

Solution

Individual tray must be selected for adjustment to paper size.

Solution ID TAUS0624075EN*

Solution Usage 3

Description

FS210, finisher is not recognized by the copier.

Solution

CAUSE: Poorly seated finisher interface harness (CN255 on the main body), which results in loss of communication between the finisher CB and PRCB.

SOLUTION: To check the finisher interface harness connection, perform the following:

1. Power the copier OFF.
2. Remove the finisher from the main body.
3. Unplug CN255 from the main body.
4. Ensure that all pins for CN255 on the main body are straight and properly aligned especially the upper most pin.
5. Inspect CN255 on the wiring harness; ensure that all the wires are properly attached to the connector.
6. Reseat CN255 to the main body.

Solution ID TAUS0624135EN*

Solution Usage 3

Description

Intermittently, the START button becomes dislodged.

Solution

CAUSE: The operator is applying a twisting motion to the START button (p/n 55TA70121) while depressing it.

SOLUTION: Install the new-style operation button/H (p/n 55TA70122), which has a lengthened rib (whirl-stop) molded at the 6 o'clock position preventing

rotation of the button.

Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0624485EN*

Solution Usage 3

Description

DF316, skewed copies when copying through the RADF only. Paper is always skewed in the same direction.

Solution

CAUSE: Worn read guide plate, resulting in paper skew as the original is transported over the slit glass.

SOLUTION: Replace the read guide plate (p/n 13QA45010).

Note: The following mylar sheets have to be ordered and attached to the new read guide plate:

PART NUMBER	QTY	DESCRIPTION
13QA45240	3	Conveyance guide sheet/A
13QA45250	2	Conveyance guide sheet/B
13QA45260	1	Conveyance guide sheet/C
13QA45310	2	Conveyance guide sheet/D

Notes:

1. Refer to the illustration for proper mylar sheet installation positioning .
2. To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0624705EN*

Solution Usage 3

Description

PLEASE WAIT OPERATING message. Machine does not come to ready and the RADF will not initialize.

Solution

CAUSE: Failed Scanner CB caused by failed infeed drive motor.

SOLUTION: Replace the Scanner CB (p/n 56AA-9090) and motor (p/n 13QA80010). Replacing only Scanner Control Board results in erratic motor operation.

SPECIAL NOTE: Solution provided by Doug Jones, EASTERN COPY PRODUCTS

Solution ID TAUS0624806EN*

Solution Usage 3

Description

J32-4 during copy mode.

Solution

CAUSE: PS37 (paper exit detect) failed.

SOLUTION: To check PS37, perform the following:

1. Access the 47 multimode (power the machine ON while holding down on the 4 and 7 keys), input code 24, press P-2-P.
2. Actuate PS37 and watch for a change of state at the control panel.
3. If no change of state occurs clean or replace PS37 (p/n 55VA85520).

Solution ID TAUS0625942EN*

Solution Usage 3

Description

DF316, J63-5 during copy mode.

Solution

CAUSE: The paper exit driven spring (p/n 13QA46140) was not connected to the paper exit guide plate (p/n 13QA46020).

SOLUTION: Reconnect the paper exit driven spring.

Solution ID TAUS0627674EN*

Solution Usage 3

Description

Part number for the Tray 3 cassette cover external supports which are depicted as unavailable in the 7155/7165 Parts Catalog (First Edition, 1/2002) on page 90 and are attached using screw [b] (p/n 00Z193061).

Solution

The Tray 3 cassette cover external supports have been made available as separate parts since the Parts Catalog (First Edition, 1/2002) was published. The Tray 3 cassette cover external supports can be obtained by ordering (p/n 56AE43520).

Solution ID TAUS0627724EN*

Solution Usage 3

Description

How to program the serial number for the machine or optional units.

Solution

To program the serial number for the machine or optional units, perform the following:

1. Power the copier OFF.
2. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
3. Touch [8. M/C serial number setting] on the touchscreen. The serial number setting mode screen will be displayed.
4. Touch the item name of the component requiring programming of a serial number on the touchscreen.
5. Enter the 9-digit serial number by touching the appropriate alphabet and numeric keys displayed on the touchscreen.
6. Touch [OK] on the touchscreen to enter the serial number into memory.
7. Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0628129EN*

Solution Usage 3

Description

DF316, originals skewing and jamming. It appears that something is interfering with the original as it is being fed.

Solution

CAUSE: Worn or damaged rib on the RADF open/close cover catching the original as it is being fed. Due to the location of the rearmost rib on the RADF top cover, the rib is being worn by contact with originals being fed, resulting in skew or possible jamming.

SOLUTION: Inspect the rib for any damage. As a temporary measure, lightly sand the damaged area smooth. Order the redesigned cover assembly (p/n 13QA-4110) which includes all shafts, rollers, gears, and guides.

Note: Presently, feed parts listed in the Parts Catalog cannot be installed in the new-style cover, therefore the complete cover assembly must be ordered.

Solution ID TAUS0628357EN*

Solution Usage 3

Description

DF316, unable to copy from the RADF after making a copy from the platen glass.

Solution

CAUSE: The paper feed detecting actuator, which is located in the RADF open/close cover is stuck in a raised position, due to the collecting spring becoming dislodged.

SOLUTION: Inspect the paper feed detecting actuator (p/n 13QA41050). Ensure that the paper feed detecting actuator moves freely and properly flags the last original sensor (PS301) when paper is not present on the RADF paper feed tray (p/n 13QA42010). Confirm that the collecting spring (p/n 13QA41320) is properly attached to the collecting arm (p/n 13QA41310).

SPECIAL NOTE: Solution provided by Brad Marchand, U.S. Imaging Solutions.

Solution ID TAUS0629106EN*

Solution Usage 3

Description

J32-2 and/or J92-1 codes from all trays when duplexing. Paper jams in the reversal area.

Solution

CAUSE: The actuator on the guide in the reversal area is cracked preventing the sensor from being flagged by paper in the reversal path.

SOLUTION: Replace the Paper exit/reversal guide (p/n 56AA51090).

Solution ID TAUS0630218EN*

Solution Usage 3

Description

How to verify or input passwords.

Solution

To verify or input passwords, perform the following:

1. Access the 25 mode.

2. Touch [6. Password setting] on the touchscreen. The current programmed passwords will be displayed next to the associated item. Proceed to step 3, if you wish to input a new password.
3. Touch the item displayed on the touchscreen you want to program.
4. Input the desired password using the numeric keypad and touch [OK] on the touchscreen to update the password.
5. Repeat steps 3 and 4 to set passwords for other items.

Solution ID TAUS0640292EN*

Solution Usage 3

Description

FS-110M, F77-02 at power up.

Solution

CAUSE: Failed finisher CB has resulted in no 24V DC to the tray up/down motor (M703).

SOLUTION: Check the 24V DC supply to the tray up/down motor and check the operation of the tray up/down motor.

To check the 24V DC supply to the tray up/down motor, perform the following:

1. Access the 47 mode (power the copier ON, while pressing the 4 and 7 keys).
2. Using a voltmeter set to the 200V DC range, take voltage reading on each side of ICP4, which is located near CN2 of the finisher CB. A reading of 24V DC should be measured on each side of ICP4.

To check the operation of the tray up/down motor, perform the following:

1. Access the 25 mode, output code 075, P-06-P.
2. Press the START key. The main tray should drive to the lower position.
3. If, the main tray fails to lower replace the finisher CB (p/n 14JS-9010). Also, as an added precaution it is advisable to replace the tray up/down motor (p/n 56AA80011) since the motor may be the cause for the board failure.

Solution ID TAUS0702659EN*

Solution Usage 3

Description

In the event that an issue arises that requires immediate action by the technician, certain NVRAMs may be exchanged/swapped between units due to their compatibility with other models.

Solution

The following groupings of main bodies are compatible for NVRAM exchange with others within their group only in emergency situations or for troubleshooting purposes :

7145/7222/7228/7235

bizhub 200/250/350

bizhub 360/420/500

bizhub 600/750

7155/7165/7085

7210/7255/7272/bizhub PRO 920/bizhub PRO 1050

C250/C252/C300/C351/C352/C450

C451/C550/C650

IMPORTANT : A new NVRAM should be obtained as soon as possible for the machine requiring one.

Notes :

1. The bizhub C350 NVRAM may only be used between other bizhub C350s.
 2. CAUTION : The bizhub PRO C500/8050 NVRAMs may not be exchanged between units due to the serialization of the NVRAM.
- SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

Solution ID TAUS0607505EN*

Solution Usage 2

Description

Printed ECM data will only print up to 86 passwords. Paper will stop at the 2nd feed rollers with the copy, scan, and interrupt buttons all flashing and the machine still running with jam a code indicated.

Solution

CAUSE: A bug in the previous firmware limited the printing to only 86 ECM passwords.

SOLUTION: Flash the 7155 to version 30 to resolve the limited ECM printing issue.

Notes:

1. Individual print control program versions are displayed as follows on the LCD panel after rewriting this program:

C1-30, C2-11, C3-12, C4-11, C5-12

2. Individual image control program versions are displayed as follows on the LCD panel after rewriting this program:

I1-30, I2-30, I3-30, I4-30, I5-30

Solution ID TAUS0616844EN*

Solution Usage 2

Description

How to enable J-code jam display.

Solution

To enable J-code jam display, perform the following:

1. Access the 25 mode (hold down the 2 and 5 keys at power up) or turn the main switch ON and then wait for the Ready to Copy message.
2. Hold the P button down until the message 'Enter 4-digit Password To Change' is displayed.

Note: The button must be held down for about 5 seconds before the message is displayed.

3. Enter the password 9272 and press the Start Print button.

4. Select [1] (Software SW setting).

5. Press the left up-arrow until 11 is displayed.

6. Press the right up-arrow until 7 is displayed. The top of display should indicate SOFTWARE SWITCH SET MODE 11-7:0.

7. Press the ON button once. The top of display should now indicate SOFTWARE SWITCH SET MODE 11-7:1.

8. Press RETURN, MODE CHANGE and then BASIC SCREEN to return to normal operation.

Note: Making this change to the software switches will allow both a position code and a J-code reference to be displayed any time a jam occurs.

Solution ID TAUS0616846EN*

Solution Usage 2

Description

What 7155 scan modes are supported by the IP511?

Solution

Scan to Hard Drive, Scan to FTP, and Scan to E-mail. All three support TIFF and PDF formats.

Note: Scanning to the hard drive in PDF format requires 25 mode dipswitch 25-0 be set to 1.

Solution ID TAUS0616863EN*

Solution Usage 2

Description

How to access the Mode Changing Menu Select mode.

Solution

The 7155 includes an adjustment screen called the Mode Changing Menu Select mode which allows the following modes to be selected without the need to repeatedly turn the machine OFF/ON:

Basic Screen

36 mode

25 mode

Key Operator Mode

47 mode

To access the Mode Changing Menu Select mode, perform the following:

1. Power the main switch ON and then wait for the Ready to Copy message.
2. Hold the P button down until the message 'Enter 4-digit Password To Change' is displayed.

Note: The button must be held down for about 5 seconds before the message is displayed.

3. Enter the password 9272 and press the Start Print button.

Note: This is a fixed password and cannot be changed.

4. Press the desired number key of the item to be set:

[1] Basic Screen

[2] 36 mode

[3] 25 mode

[4] Key Operator Mode

[5] 47 mode

[6] Exit

5. To return to the Mode Changing Menu Screen, hold down the P button until Mode Changing Menu Screen reappears.

6. When adjustment has been completed, press the [1] Basic Screen button to return to the Basic Copy Screen.

7. Power the machine OFF/ON.

Solution ID TAUS0616866EN*

Solution Usage 2

Description

How to print the system configuration page.

Solution

To print the system configuration page, perform the following:

1. Press the MODE key to select PRINTER.

2. Press Test Print Menu on the LCD.
3. Press Config. Data and press OK.
4. The system configuration page will be printed.

Solution ID TAUS0616875EN*

Solution Usage 2

Description

How to send an E-mail from the 7155/IP511 after setting up the E-mail services on the IP511 internal NIC and creating an account on the E-mail server.

Solution

To Scan to E-mail, perform the following:

1. Press the MODE key to select SCANNER/SERVER.
2. Press NETWORK.
3. Press the desired recipients E-mail address or create a new E-mail address. To create a new E-mail address, simply press [Address manual input] on the display screen. Press Entry Name and input the name of the recipient. Press E-mail address and enter the E-mail address of the recipient. To make the new E-mail account permanent, press ENTRY and OK. If the E-mail address is not to be programmed simply press OK.
4. Insert originals into the document feeder.
5. Select either TIFF or PDF on the touchscreen as the file format to send.
6. Press the START key to send the E-mail.

Solution ID TAUS0616877EN*

Solution Usage 2

Description

Site requirements, 7155.

Solution

Site Requirements 20 and 30 Ampere Machines . See also Konica Minolta Site Requirements Forms (FO-9 and FO-10) which provide the site requirements to which customers must conform before having any Konica Minolta 20 or 30 ampere models installed.

Note: To view the above PDFs, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0617304EN*

Solution Usage 2

Description

FS110, does this finisher have the capability to 3-fold or booklet fold?

Solution

The FS110 does not have the capability to 3-fold or booklet fold (booklet mode). Only the FS210 has the capability to 3-fold and booklet fold (booklet mode).

Solution ID TAUS0617432EN*

Solution Usage 2

Description

Copier never warms up or gives an error code. Fuser lamps never come ON.

Solution

CAUSE: The ADU handle detection photosensor (PS47) is disconnected or failed, causing the power to be turned OFF to the fuser.

SOLUTION: To test the function of PS47, perform the following:

1. Access the 47 multimode (while powering the machine ON, simultaneously press the 4 and 7 keys), input code 80, press P-5-P.
2. Activate the photosensor by opening the door and turning the ADU level back and forth.
3. If there is no change in state, PS47 is either failed or disconnected. Reconnect or replace (p/n 08AA85510) as necessary.

Solution ID TAUS0617486EN*

Solution Usage 2

Description

How to program Tray 3 as the default paper tray.

Solution

To program Tray 3 as the default paper tray, perform the following:

1. Access the Key Operator Mode by pressing the HELP key then touching KEY OPERATOR MODE from the touchscreen.
2. Select [2] Copier initial setting.
3. Press paper Tray 3 and insure it is highlighted and press OK.
4. Press RETURN to return to normal mode.

Solution ID TAUS0617529EN***Solution Usage** 2**Description**

The operation panel is locked up with the exception of the number keys. No user functions can be selected.

Solution

CAUSE: A poor connection exists on the image CB or the main CB.

SOLUTION: Remove and reseat all connectors on the image CB and main CB.

Solution ID TAUS0617796EN***Solution Usage** 2**Description**

When reducing 8.5x14 originals onto 8.5x11R copy paper, the image is not centered.

Solution

This is normal operation. To center the image perform the following:

1. Select Applications from the touchscreen.
2. Select FRONT and then select DOWN SHIFT.
3. Enter 25 and press OK and return to the copy screen.
4. The image will now be centered on the copies.

Solution ID TAUS0618157EN***Solution Usage** 2**Description**

FS210, SC70-02 at power up.

Solution

CAUSE: The FS210 control board has failed.

SOLUTION: Reseat all connections on the finisher control board. Replace the FS210 control board as needed (p/n 13QJ-9010).

Solution ID TAUS0618159EN***Solution Usage** 2**Description**

FS210, how to tri-fold 8.5x14 paper.

Solution

CAUSE: The FS210 will not fold 8.5x14 paper.

SOLUTION: The FS210 is designed to support the folding of 8.5x11R paper only.

Solution ID TAUS0618162EN***Solution Usage** 2**Description**

How many E-mails can the machine send at the same time?

Solution

Although 96 E-mails can be selected at the same time, the machine can send only one E-mail at a time.

Solution ID TAUS0618163EN***Solution Usage** 2**Description**

How many E-mail addresses can be programmed into memory?

Solution

A total of 96 E-mail addresses can be programmed into memory.

Solution ID TAUS0618313EN***Solution Usage** 2**Description**

How to set the default network scanning resolution.

Solution

To set the default network scanning resolution, perform the following:

1. Access the 25 mode (hold down the 2 and 5 keys at power up) or turn the main switch ON and then wait for the Ready to Copy message. Hold the P button down until the message 'Enter 4-digit Password To Change' is displayed.

Note: The button must be held down for about 5 seconds.

2. Enter the password 9272 and press the Start Print button.

3. Select [1 Software DIP SW].

4. Set the following software dipswitches to the value indicated:

RESOLUTION	DIPSWITCHES	
	19-6	19-7
400	0	0
600	1	0
200	0	1
300	1	1

5. Press RETURN, MODE CHANGE and then BASIC SCREEN to return to normal operation.

Solution ID TAUS0618389EN*

Solution Usage 2

Description

J17-04 when feeding 8.5x14 paper from Tray 2.

Solution

CAUSE: The paper feed detect actuator.

SOLUTION: The shape of the paper feed detect actuator has been changed to eliminate J17-04 codes. Install the new-style paper feed detect actuator (p/n 56AA40171).

Solution ID TAUS0618493EN*

Solution Usage 2

Description

J32-01 when running face up mode. Paper stops in the inversion unit.

Solution

CAUSE: The gate switching mechanism on the reverse gate solenoid (SD7) has disconnected which puts the reverse gate in face down mode at all times.

SOLUTION: Remove SD7 and reinstall the switching mechanism to allow proper operation.

Solution ID TAUS0619065EN*

Solution Usage 2

Description

PI110, not recognized.

Solution

CAUSE: The PI110 has been isolated via software dipswitch 18-6.

SOLUTION: To enable the PI110, perform the following:

1. Access the 25 mode (power the copier ON while pressing the 2 and 5 keys).
2. Touch [1. Software SW setting] on the touchscreen.
3. Select software dipswitch #18 using the left up/down arrow(s).
4. Select the bit number of the switch using the middle up arrow to a 0.
5. Select OFF (0) to enable the PI110.
6. Turn the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0619191EN*

Solution Usage 2

Description

FS110, what is the paper weight specification for stapling?

Solution

The paper weight specification for stapling is 16lbs to 24lbs.

Solution ID TAUS0619216EN*

Solution Usage 2

Description

SC46-01 during operation.

Solution

CAUSE: The flash has become corrupt due to a power surge and/or an electrical storm.

SOLUTION: Re-flash the unit to ROM version 30-0.

Solution ID TAUS0619300EN*

Solution Usage 2

Description

Tandem copier, can one of the tandem units be used as a network printer at the same time?

Solution

Tandem copying allows one of the tandem units to be connected to the network for use as a network printer.

Solution ID TAUS0619325EN*

Solution Usage 2

Description

Can the 7165 be used without a finisher installed?

Solution

The 7165 will operate without a finisher.

Solution ID TAUS0619338EN*

Solution Usage 2

Description

FS-110/FS-110M, F77-04 after the copy exits.

Solution

PROBABLE CAUSES:

1.The stacker coupling gear is damaged.

Clean and inspect the coupling gear [Z=18]. Replace the stacker coupling gear (p/n 129U77041) as necessary.

2.The exit rollers would not turn off because the Exit sensor (PS709) is dirty or misaligned.

Check the stacker gear for missing teeth and clean PS709 in the stacker unit.

Notes :

a. To differentiate between the FS-110 and the FS-110M, the serial number starts with 14JS for the FS-110M.

b. Multiple sets would run until after the last sheet exited. Single copy runs to the upper output tray would not trip the code, but single copy runs to the main output tray would.

Solution ID TAUS0619492EN*

Solution Usage 2

Description

Copies jam at exit when using Tray 1 (8.5x11).

Solution

CAUSE: Paper exit driving gear/2 is slipping.

SOLUTION: Clean paper exit driving gear/2 shaft and gear one-way bearings or replace exit drive gear/2 (p/n 56AA77230).

Solution ID TAUS0619589EN*

Solution Usage 2

Description

Printed ECM count data fails to display the entire ECM contents.

Solution

CAUSE: Missing sequential ID account numbers within the ECM data list, which results in the account data list being partially printed.

SOLUTION: To check the integrity of the sequential ID account numbers, perform the following:

1. Power the copier OFF.
2. Access the Key Operator Mode (power the copier ON, while pressing the HELP key).
3. Touch [4. ECM function setting] on the touchscreen.
4. Enter the ECM master code.
5. Touch [OK] on the touchscreen.
6. Touch [1. ECM data edit] on the touchscreen.
7. Touch [Add] on the touchscreen. The next available account number will be displayed on the touchscreen. If, the available account number displayed is lower than the highest account number, the account numbers are not sequential and an account number and name should be entered into this location.
8. Repeat step 7 until the next available account number displayed is greater than the current highest account number; the account numbers are now sequential.
9. Touch [Cancel] on the touchscreen.
10. Touch [RETURN] two (2) times to return to the Key Operator screen.
11. At the Key Operator screen, touch the down-arrow then touch [14. Machine management list print] on the touchscreen.

12. Touch [3. ECM management list] on the touchscreen.
13. Press the START key. All active accounts will be printed.
14. To return to normal operation, press the P and C keys together and then touch [RETURN] two (2) times.

Solution ID TAUS0619777EN*

Solution Usage 2

Description

Will the 7155 function without a finisher installed?

Solution

The 7155 will function properly without a finisher installed, but requires a paper exit tray. The paper exit tray comes in two pieces, paper exit tray/1 (p/n 40AA12121) and paper exit tray/2 (p/n 40AA12130).

Solution ID TAUS0619806EN*

Solution Usage 2

Description

Intermittent SC49-03 when scanning to E-mail.

Solution

PROBABLE CAUSES:

1. The NIC firmware is corrupted and/or outdated.

Note: The NIC firmware can be downloaded from the [[Konica FTP site| URL <ftp://kbtldigital:kx15@ftp.konicabt.com>]].

Reset the NIC to factory settings and upgrade to the latest level firmware version. To reset the IP511 NIC to factory settings, perform the following:

- a. Power down the IP unit and remove the small rear IP511 cover.
- b. Set jumper OP2 to the lower 2 pins (bottom and middle) for factory initialization.
- c. Power the IP unit ON and leave it on for five minutes.
- d. Power down the IP unit and reset jumper OP2 to the upper 2 pins (upper and middle).
- e. Install the rear cover.
- f. The card should now be initialized and should print a status page once both the IP unit and the printer have come to a ready state.

Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[<http://www.adobe.com/products/acrobat/readstep2.html>| URL <http://www.adobe.com/products/acrobat/readstep2.html>]]

2. Insufficient memory installed in the E-RDH.

Additional memory is required to handle the large volume of scanned images. The standard memory of the main body E-RDH is 64MB. There is one additional slot for memory which can be expanded to a maximum of 320MB. Additional memory is installed on the image CB located at the rear of the unit.

Notes:

- a. Available Konica memory:

ITEM #	ITEM	DIMM
950631	MU-401	64MB
950632	MU-402	128MB
950588	MU-303	256MB

- b. Other 256MB memory DIMM that can be used are as follows:

Century Microelectronics, Inc.* (PC133/256MB/NON ECC), DTV6E8-CL3 (Hitachi)* [[<http://www.century-micro.com>]]

Melco Inc.* PC133/256MB/NON ECC, VS133-256M (Toshiba)* [[<http://www.melcoinc.com/english/index.html>]]

<http://www.melcoinc.com/english/index.html>]]

SPECIFICATIONS

1. 256MB (64bitx32M composition)/[16Mword x 8bit) synchronous DRAM x 16 + serial EPROM]/Clock frequency : (CL=2) 80 MHz and more/168-pin DIMM (a gold terminal).
2. Banks on each SDRAM Device (BA1, BA0) : 4 Banks
3. Row Addresses :RA0-RA11
4. Column Addresses :CA0-CA9

* Trademark ownership information

Solution ID TAUS0619985EN*

Solution Usage 2

Description

How to disable the password option when storing to the HD105.

Solution

The password option can not be disabled. A password is required when storing documents to the HD105.

Solution ID TAUS0620091EN*

Solution Usage 2

Description

DF316, lines on copies lead-to-trail, spaced evenly, one-eighth inch apart, and only when the originals are fed from the RADF.

Solution

CAUSE: The printer control board has failed.

SOLUTION: Reseat all connectors on the printer and image boards. Replace the PRCB if needed (p/n 56AA-9021).

Solution ID TAUS0620108EN*

Solution Usage 2

Description

How to adjust lead edge erasure.

Solution

To adjust lead edge erasure, perform the following:

1. Power the copier OFF.
2. Access the 36 mode (power the copier ON, while pressing the 3 and 6 keys).
3. Touch [2: Image adjustment] on the touchscreen.
4. Touch [3: Timing adjustment] on the touchscreen.
5. Touch [4: Printer lead edge timing adj.] on the touchscreen.
6. Touch the [Copy Screen] key on the touchscreen, then make a copy and confirm the output.
7. Press the C key while pressing the P key.
8. Enter a value from the numerical keypad or the touchscreen, and then touch the [SET] key, located on the touchscreen. The adjustment range is -20 (small) to +40 (large).
9. Repeat steps 6 through 8 until the lead edge erasure conforms to the standard range (within 3mm).
10. Power the copier OFF/ON to exit the 36 mode.

Solution ID TAUS0620314EN*

Solution Usage 2

Description

FS110, the ISW utility is not recognizing the finisher resulting in the inability to upgrade the firmware.

Solution

CAUSE: The dipswitches on the finisher CB are set incorrectly.

SOLUTION: Ensure the dipswitches on the FSCB SW1 are set to ON, OFF, ON, OFF (left to right).

Solution ID TAUS0620338EN*

Solution Usage 2

Description

What is required for scanning with an IP511 and a 7155?

Solution

The IP511 controller and the built in NIC is required to use the scanning feature of the 7155. A TWAIN driver is supplied on the IP511 User CD which will allow scanning from any TWAIN-compliant application.

Solution ID TAUS0620433EN*

Solution Usage 2

Description

What is the maximum number of FTP scan locations/destinations that can be programmed?

Solution

A maximum of 12 FTP addresses can be programmed and used.

Solution ID TAUS0620555EN*

Solution Usage 2

Description

Part number for the CCD unit, which is depicted as not available (dotted representation with no assigned part number) on page 16 of the 7155/7165 Parts Catalog (1/2002).

Solution

CCD unit (p/n 56AA-6300).

Solution ID TAUS0620565EN*

Solution Usage 2

Description

When performing the printer restart timing adjustment, the printer restart timing adjustment screen modes are displayed as [LS320], [POSTCARD], and [LS185]. However, the printer restart timing adjustment screen modes are displayed as [LS320], [LS280], and [LS185] on the model 7165.

Solution

This is the proper display for the model 7155. The line speed of the 7155 is slower than the 7165. Accordingly, the 7165 has three line speeds, but the 7155 has only two. On the 7155 high speed is [LS280] and low speed is [LS185]. Since postcard is small, separate control is necessary and [POSTCARD] has been added for the 7155. On the 7165 control for postcard is covered by [LS280].

Solution ID TAUS0620603EN*
Solution Usage 2**Description**

J92-xx when duplexing.

Solution

CAUSE: The actuator for PS46 (reverse/exit) in the ADU is binding which is causing timing problems.

SOLUTION: Inspect the operation of the sensor actuator and repair any binding. The screws that mount the sensor may be too tight causing the binding.

Solution ID TAUS0620652EN*
Solution Usage 2**Description**

How to print the jam count list.

Solution

To print the jam count list, perform the following:

1. Access the 36 mode (Power the copier ON while pressing the 3 and 6 keys).
2. Select [7. List output mode].
3. From the List Output Mode Menu Screen, select Management List 2, load 8.5x11 paper in Tray 1, and press the START button.

Note: 25 mode 30-1 must be set to a 1 to print the Management List 2.

To change the setting in the 25 mode, perform the following:

1. Access 25 mode (Power the copier ON while pressing 2 and 5).
2. Select option 1, SOFTWARE SWITCH.
3. Scroll to dipswitch 30-1 using the arrows.
4. Set it to a 1 by selecting ON or to a 0 by selecting OFF.
5. Power the machine OFF/ON

Solution ID TAUS0620878EN*
Solution Usage 2**Description**

When scanning to the hard drive and selecting PDF as the format, the image can not be viewed or retrieved when using the Konica TWAIN driver with an applicable software application.

Solution

CAUSE: The Konica TWAIN driver does not support PDF.

SOLUTION: The Konica Scantrip utility will function properly when selecting PDF and scan to hard drive. Konica has developed an FTP download utility called Scantrip. This utility allows downloading of files from the hard drive to the workstation.

Notes:

1. Scanning utilities (Scantrip and Scantrip Admin) are now posted on the [[Konica SEC website] URL <http://www.sec.konicabt.com/main.html>]].
2. Retrieving PDF documents from the hard drive can also be accomplished using Microsoft* Internet Explorer version 5.5 or above. Below is an example of the syntax typed in the address bar of the browser to access the box on the hard drive where the document is stored:

ftp://scan:0001@192.168.2.115

scan = ftp user ID, 0001 = ftp password (box number where documents were scanned), 192.168.2.115 = the TCP/IP* address of the NIC card on the machine.

* Trademark ownership information

Solution ID TAUS0621007EN*
Solution Usage 2**Description**

PLEASE CLOSE FRONT DOOR message can not be cleared.

Solution

CAUSE: The DC power supply has failed.

SOLUTION: Check for 24V DC at CN21-1 and CN21-2. If voltage is less than 24V DC, reseal the connector and replace the DC power supply (p/n 56AA84510) as needed.

Solution ID TAUS0621443EN*
Solution Usage 2

Description

DF316, intermittent misfeeding of originals.

Solution

CAUSE: An old-style double-feed prevention sheet is installed.

SOLUTION: Install the new-style double-feed prevention sheet (p/n 13QA40621).

Solution ID TAUS0621685EN*

Solution Usage 2

Description

How to print an E-mail list of all registered users from the operation panel.

Solution

An E-mail user list can not be printed from the operation panel, however it can be printed from a PC by browsing to the 7155 internal NIC. To browse to the internal NIC, ensure a TCP/IP* address is set (see instructions below) and the NIC is connected to the network.

To set up the internal NIC, perform the following:

1. Access the 25 mode (hold down the 2 and 5 keys and power the unit ON) or hold the P key down until the message 'Enter 4-digit Password To Change' is displayed.

Note: The button must be held down for about 5 seconds before the message is displayed.

2. Enter the password 9272 and press the Start Print button.

3. Select [1] (Software SW setting).

4. Using the left arrow scroll until 22 is displayed.

5. Ensure 22-00 is displayed, and then press ON. SW22-00 must be ON to enable the TCP/IP address setting for the 7165 internal NIC.

6. Access the Key Operator Mode by pressing the HELP key then touching KEY OPERATOR MODE from the touchscreen.

7. At the Key Operator screen, touch the down arrow which is located at the bottom left corner of the touchscreen then touch [1] System Initial Setting.

8. Select [3] IP Address Setting.

9. Enter the TCP/IP address, Subnet Mask and Gateway and press OK. Power the unit OFF and then ON to store the TCP/IP settings.

10. Browse to the NIC and select Copier Setup.

11. Enter the Key-Op password or 0000 and select Apply.

12. Select Scan Transmission Setting.

13. Select Entry List. All registered users will be displayed. Simply print the list.

* Trademark ownership information

Solution ID TAUS0621706EN*

Solution Usage 2

Description

FS210, paper misalignment in staple mode.

Solution

CAUSE: Copies conveyed into the stapler unit stacker are misaligned when the stapler unit pushes the stacked copies upward into stapling position against the clincher portion of the unit.

SOLUTION: Two mylar strips have been added to the middle guide plate to position the copies to be stapled higher into the stacker. As they are received, the copies are now better aligned with the clincher, which, by reducing the upward movement of the copies during the stapling operation, minimizes the chance for misalignment.

In addition, the diameter of the pin that secures the rocking pulley has been reduced to prevent copies from shifting should they come in contact with belt/J.

This modification has been installed in production machines beginning with serial number 13QJ13146. For machines below this serial number, install the modification if stapled copies appear to be misaligned.

Refer to FS110/210 Technical Bulletin #3 for more details.

Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:

[[<http://www.adobe.com/products/acrobat/readstep2.html>| URL <http://www.adobe.com/products/acrobat/readstep2.html>]]

* Trademark ownership information .

Solution ID TAUS0621844EN*

Solution Usage 2

Description

Uneven density, poor solids.

Solution

CAUSE: Contamination of the TSL (Transfer Separation Lamp) located below the T/S corona.

SOLUTION: To clean the TSL, perform the following:

1. Withdraw the ADU/conveyance unit.

2. Remove the T/S corona by loosening the locking screws, at the front and rear of the corona and remove the corona unit.

3. Clean the TSL assembly using a soft cloth.

4. Reinstall the corona unit and ADU/conveyance unit.

Note: Contamination of the TSL can also cause toner contamination of the corona units.

Solution ID TAUS0622375EN***Solution Usage** 2**Description**

DF316, incorrect original size detection.

Solution

CAUSE: Overhead lighting interferes with the sensors.

SOLUTION: A filter is available for machines exhibiting problems with incorrect size detection. The filter effectively blocks the frequencies of light that cause the sensor to react incorrectly. Refer to DF316 Technical Bulletin #3 for additional information.

Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0622539EN***Solution Usage** 2**Description**

PI110, the copies are stapled on the edge.

Solution

CAUSE: The paper trays have not been adjusted.

SOLUTION: To adjust the paper trays, perform the following:

1. Access the 36 mode (power the machine ON while holding down on the 3 and 6 keys).
2. Touch the "[6] Finisher Adjustment " key on the screen.
3. Touch the "[3] Cover Sheet Tray Size adjustment" on the screen.
4. Set the cover sheet tray (upper/lower) to 8.5x11R paper size.
5. Touch the "Start" key on the screen.
6. When adjustment is completed, the following message is indicated: "Cover sheet tray size adj." "COMPLETE"
7. Power the machine OFF/ON to exit the 36 mode.

Solution ID TAUS0623071EN***Solution Usage** 2**Description**

DF316, PLEASE LOAD PAPER IN THE RADF message after the first original exits the document feeder.

Solution

CAUSE: PS303 (original exit) actuator is stuck in the up position.

SOLUTION: Inspect the PS303 actuator (p/n 13QA46080) and replace as necessary .

Solution ID TAUS0623150EN***Solution Usage** 2**Description**

PK120, intermittent J72-43 during operation.

Solution

CAUSE: Firmware update required.

SOLUTION: Install the latest PK120 firmware.

Notes:

1. The PK120 can be only installed on the FS110 and FS210 that support the punch kit.
2. The following firmware versions support the PK120:

MODEL	PROGRAM NAME	VERSION
7165, 7155	Print control	30 or later
7165, 7155	Image control	30 or later
FS110, FS210	Finisher	20 or later

Solution ID TAUS0623187EN***Solution Usage** 2**Description**

Copies and internal test prints have a black band 18mm wide in the lead-to-trail direction.

Solution

CAUSE: The charging corona cleaning assembly is not in the home position, resulting in an obstruction between the charge wire and drum surface.

SOLUTION: To check the charging corona cleaning assembly, perform the following:

1. Power the copier OFF.
2. Remove the drum assembly from the machine and detach the charging corona unit.
3. Thoroughly, inspect the charging corona cleaning mechanism for proper operation and position. Replace the charging corona unit (p/n 56AA-2500) as necessary.

Solution ID TAUS0623283EN*

Solution Usage 2

Description

Unable to flash the upgrade firmware using a laptop running Microsoft* Windows XP operating system.

Solution

CAUSE: The laptop has printers installed that point to LPT1 or has virus protection software running.

SOLUTION: Before attempting to flash the machine with an XP laptop, either delete all printers that are directed to LPT1 or direct the printers to another port. Any virus protection software should be closed prior to beginning the flash process.

* Trademark ownership information

Solution ID TAUS0623527EN*

Solution Usage 2

Description

Random black lines from front-to-rear of copies. Internal prints are fine.

Solution

CAUSE: The CCD connection is bad or the CCD has failed.

SOLUTION: Reseat the ribbon connector on the CCD (under the platen glass) and the image CB. Replace the CCD (p/n 56AA-6300) if needed.

Solution ID TAUS0623809EN*

Solution Usage 2

Description

PK120A, inventory depletion of the 2-hole Punch Kit.

Solution

The inventory for the 2-Hole Punch Kit, PK120A (Item #950583) for the 7155, is depleted. Use the new Item #960920 as the replacement 2-Hole Punch Kit (still called the PK120A).

Note: As with all Konica products, support will continue.

Solution ID TAUS0623828EN*

Solution Usage 2

Description

Unable to clear SELECT ACTION MEMORY FULL message without losing stored memory.

Solution

CAUSE: In the 25 mode, page memory allocation was not set to 32MB or 64MB; it is set to 0.

SOLUTION: To set page memory allocation, perform the following:

1. Access the 25 mode (hold down the 2 and 5 keys at power up) or turn the main switch ON and then wait for the Ready to Copy message.
2. Hold the P button down until the message 'Enter 4-digit Password To Change' is displayed.

Note: The button must be held down for about 5 seconds before the message is displayed.

3. Enter the password 9272 and press the Start Print button.
4. Select [1] (Software SW setting).
5. Press the left up-arrow until 10 is displayed.
6. Press the right up-arrow until 0 is displayed. The top of display should indicate SOFTWARE SWITCH SET MODE 10-0:1.
7. Press the OFF button once. The top of display should now indicate SOFTWARE SWITCH SET MODE 10-0:1.
8. Press the right up-arrow until 1 is displayed. The top of display should indicate SOFTWARE SWITCH MODE 10-1:1.
9. Press the ON button once. The top of display should indicate SOFTWARE SWITCH MODE 10-1:0.
10. To set Page memory to 64MB, perform the following.
11. Set 10-0: 0 and 10-1:1, using the above procedure.

Solution ID TAUS0624327EN*

Solution Usage 2

Description

J31-1 when feeding from all trays.

Solution

CAUSE: Damaged registration enter sheets, which are obstructing the papers entry into the registration rollers.

SOLUTION: Thoroughly, inspect the front and rear registration enter sheets. Repair or replace the registration enter sheet/front (p/n 56AA46120) or registration enter sheet/rear (p/n 56AA46130) as necessary.

Solution ID TAUS0624751EN*

Solution Usage 2

Description

When password printing, the job that is selected and printed from the touchscreen is not the same as the job that was sent. The jobs do not always show up on the operation panel.

Solution

CAUSE: Corrupted system code or the controller hard drive is corrupt.

SOLUTION: Recover the system code via HyperTerminal using the recovery.bat file. The IP-511/IP-511A contains an image of the system code on a separate partition of the hard drive. To recover the system, perform the following:

1. Connect a null modem cable (RS232C serial cable terminated in a female 9-pin D-Sub connector on both ends) to the service port of the IP511 and a serial port of a laptop or PC running Windows.
 2. Run Hyper Terminal with a setting of 9600, 1 stop bit, no parity, and no flow control.
 - Note: To view the above link, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: <http://www.adobe.com/products/acrobat/readstep2.html> | URL <http://www.adobe.com/products/acrobat/readstep2.html>]]
 3. Once HyperTerminal is started, power ON the printer.
 4. Once the memory test screen starts, press "k" and then "a".
 5. The system should start to boot to DOS. Press Enter when asked for Date and Time.
 6. At the DOS prompt, type "d: Recovery". The controller will initiate a batch file that reloads system code. This process will take approximately 3 - 4 minutes.
 7. Once writing is complete, a message "Recovery Done" will display in the Terminal Session. Power OFF the machine and remove the serial cable. The system can now be initialized.
 8. If the system image is older than current system code, updated system code can now be installed once the printer has initialized completely.
- Note :The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0625840EN*

Solution Usage 2

Description

PZ109 is not recognized.

Solution

CAUSE: The PZ109 front door switch failed.

SOLUTION: Check for AC voltage across the front door switch. If there is no voltage evident, replace the switch (p/n 25SA86010).

Solution ID TAUS0625993EN*

Solution Usage 2

Description

System Configurator, 7155.

Solution

7155/7165 Copier/Printer System Configurator .

Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: <http://www.adobe.com/products/acrobat/readstep2.html> | URL <http://www.adobe.com/products/acrobat/readstep2.html>]]

* Trademark ownership information

Solution ID TAUS0626031EN*

Solution Usage 2

Description

DF316, image is shifted approximately 1.5 inches in the lead-to-trail direction, and performing the RADF restart timing has no effect.

Solution

CAUSE: The cleaning pad used to remove paper dust from the resist driven roller/B is dirty resulting in improper rotation of the resist driven roller /B.

SOLUTION: To remove paper dust build up from the cleaning pad assembly, perform the following:

1. Power the copier OFF.
2. Raise the open/shut cover (p/n 13QA41010).
3. Remove the cleaning pad assembly retaining screw (p/n 00Z194061) and extract the cleaning pad assembly from the open/shut cover.
4. Thoroughly, remove any build up of paper dust from the cleaning pad. Also, ensure that resist driven roller/B rotates freely on its shaft. Remove and clean the resist driven roller/B and shaft as necessary.
5. Reinstall the cleaning pad assembly and install the retaining screw.

SPECIAL NOTE: Solution provided by Mark Mingo, KMBS, Houston.

Solution ID TAUS0626468EN*

Solution Usage 2

Description

PK120A, PLEASE CANCEL PUNCH MODE OR CHANGE PAPER SIZE message when selecting 2-hole punch for 8.5x11R or 8.5x14 paper.

Solution

CAUSE: Improperly programmed software dipswitch settings.

SOLUTION: To input the proper software dipswitch settings, perform the following:

1. Power the copier OFF.
2. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
3. Touch [1. Software SW setting] on the touchscreen.
4. Use the up/down arrows and scroll to software dipswitches 22-1.
5. Touch [OFF (0)] on the touchscreen.
6. Use the up/down arrows and scroll to software dipswitches 22-2.
7. Touch [OFF (0)] on the touchscreen.
8. Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0626486EN*

Solution Usage 2

Description

EKC count data shows an account of 1001. This account does not increment when a print job is sent.

Solution

The ECM user 1001 is used to capture invalid ECM print jobs from users that do not have a valid ECM password to print. If software dipswitch 23-1 is set to 0 (OFF), the invalid job will print and this is recorded in 1001. If software dipswitch 23-1 is set to 1 (ON), the print jobs sent with an invalid number will vanish and not be printed.

Solution ID TAUS0626793EN*

Solution Usage 2

Description

DF316, image is shifted approximately 1.5 inches in the lead-to-trail direction, and performing the RADF restart timing has no effect.

Solution

CAUSE: PS305 (original registration) which is located on guide plate/A is contaminated with paper dust.

SOLUTION: Clean PS305 (p/n 13QA85510) with a blower brush or canned air. To access the sensor, open the RADF top cover, swing the black paper feed guide plate up and to the right. The sensor is located on guide plate/A to the left of driven roller/A.

Solution ID TAUS0627876EN*

Solution Usage 2

Description

MAIN BODY PLEASE INPUT NUMBER RIGHTLY message when attempting to enter the main body serial number using the 25 mode, [8. M/C serial number setting] on the touchscreen.

Solution

CAUSE: The KE designation within the serial number identifies the machine as a unit specifically manufactured for placement as a government service account (GSA) machine. Since this special serial number designation is out of the normal range of serial numbers used on standard production machines, the main CB does not recognize the KE designation.

SOLUTION: Input the standard 7155 designation of EE.

Solution ID TAUS0628125EN*

Solution Usage 2

Description

How to reset memory parameter board.

Solution

CAUTION: The following steps must be followed exactly in order to confirm a factory reset has been completed.

To reset the Memory Parameter Board, perform the following:

1. Access the 25 mode.
2. Select option #8, Serial Number.
3. Enter correct serial number of the machine.
4. Select option 1 and change dipswitch 31, bit 0 to 0 (OFF).
5. Exit the 25 mode.

6. Access the 47 mode.
7. Perform factory reset:
 - a. Enter 92 and press Start, wait for display to read FIN
 - b. Enter 96 and press Start, wait for display to read FIN
 - c. Enter 93 and press Start, wait for display to read FIN

Notes:

*** If display does not read FIN after any step, the reset will not be completed. If FIN is not displayed, proceed to steps 7 through 10.

*** If FIN is displayed enter 94 and press Start.

*** Compare all default dipswitch settings to service manual to ensure the reset has completed successfully. If all settings are correct skip to step 11, otherwise proceed to step 7.

8. Exit the 47 mode.

9. Access the 25 mode and select option 1 Software SW.

10. At this point, check the manual to compare the machine default and current setting dipswitches to the manual. In this case, there were thirteen undefined dipswitches and one defined dipswitch where default and settings were different from the manual. Before proceeding, change the current settings to the manual default settings. Be sure to have available the EPROM PDF to compare any dipswitch settings that may be referenced for the current ROM version.

11. After comparing Dipswitch Settings to the manual, re-do the factory reset by performing the following:

- a. Access the 47 Mode.
- b. Enter 92 and press start, wait for display to read FIN.
- c. Enter 96 and press start, wait for display to read FIN.
- d. Enter 93 and press start, wait for display to read FIN.

12. Go back into the 25 mode and recheck Dipswitch Settings and all adjustment settings (Dipswitch settings, high voltage, timing, etc.) to ensure they are the defaults for the particular model being serviced.

13. Perform all copy quality, timing, high voltage adjustments just as if setting up the machine as new.

14. Change appropriate Dipswitch Settings for the location (i.e., Dipswitch 1, bit 1 to ON, counts 2 for 11x17, etc).

15. Test machine for proper operation.

Solution ID TAUS0628694EN*

Solution Usage 2

Description

Part number for the upper and lower main body fuser interface wiring harness, which includes main body fuser interface connector CN50 and CN51. Also, included are CN207 which attaches to the printer CB and CN1, CN2, CN3, and CN4 which attach to the DCPS.

Solution

Upper and lower main body fuser interface wiring harness (p/n 56AE90030).

Solution ID TAUS0629177EN*

Solution Usage 2

Description

SC53-1 during copy mode.

Solution

CAUSE: M4 (fixing drive motor) failed.

SOLUTION: Replace M4 (p/n 56AA80080).

Solution ID TAUS0630940EN*

Solution Usage 2

Description

Toner soiling along the front and rear edges of the copy.

Solution

CAUSE: Toner leaks from both ends of the developing sleeve which drops on the entrance guide plate of the transfer/separation coronas. High humidity, paper quality, and/or daily high copy volume can reduce the toner transfer efficiency to the copy resulting in toner pileup in the developing unit.

SOLUTION: To prevent toner accumulation within the developing unit and subsequent soiling, three modifications have been made:

1. The developing unit suction fan has been changed to one that provides greater suction power.
2. The toner filter material has been changed to increase its filtering ability to reduce the amount of dust that is allowed to pass through.
3. A seal has been added to cover the ducting located on the machine's back panel behind the developing fan assembly to further increase developer suction.

Notes:

- a. Refer to Konica Minolta Bulletin Number 4949 for additional details.

- b. To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:

[[<http://www.adobe.com/products/acrobat/readstep2.html>]] URL <http://www.adobe.com/products/acrobat/readstep2.html>]]

- c. Through April 30, 2005, these parts can be obtained 10% free of charge for machines below the serial numbers listed in the bulletin. FOC (free of charge) programs are based on statistical percentages of machines that are likely to be affected by certain modification programs. For percentage programs, the quantity of parts shipped usually is sufficient to modify all of the machines that need the change. However, if more than the statistical percentage of machines serviced by any one branch or dealer require a modification, then a FTR (Field Technical Report, Form TP-2) has been established for that purpose. Use the FTR program only if additional parts are needed.

* Trademark ownership information

Solution ID TAUS0634060EN*
Solution Usage 2**Description**

List of equipment that is no longer being supported.

Solution

Please see attached Product & Technical Support Bulletins 1792 and 2443 and Marketing Bulletin#07-GB-016.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0638489EN***Solution Usage** 2**Description**

SC77-02 at power up.

Solution

CAUSE: M703 (up/down) failed.

SOLUTION: To check M703, perform the following:

1. Access the 47 multimode (power the machine ON while holding down on the 4 and 7 keys), input code 075, press P-7-P.
 2. See if M703 comes ON.
 3. If not, replace the motor (p/n 129U80040).
-

Solution ID TAUS0638595EN***Solution Usage** 2**Description**

RELOAD ORIGINALS IN TRAY AND PRESS START TO RESTART message when using the RADF.

Solution

CAUSE: PS301 (last original detection) failed in the RADF.

SOLUTION: To check PS301 perform the following:

1. Access the 47 multimode (power the machine while holding down on the 4 and 7 keys), input code 60, press P-7-P.
 2. Actuate the sensor and watch for a change of state at the control panel.
 3. If no change takes place clean or replace PS301 (p/n 08AA85510).
-

Solution ID TAUS0638699EN***Solution Usage** 2**Description**

DF316, unable to copy from the platen glass.

Solution

CAUSE: The actuator for the open/close sensor failed.

SOLUTION: Repair or replace the open/close actuator (p/n 13QA10060).

Solution ID TAUS0638916EN***Solution Usage** 2**Description**

FS210M, part number for the finisher CB.

Solution

Finisher CB (p/n 14JT-9011).

Solution ID TAUS0639412EN***Solution Usage** 2**Description**

SC46-14 and intermittent J17-5 only from Tray 3 and 11x17 paper.

Solution

CAUSE: Image data decompression from the memory to the printer is not completed within the specified time.

SOLUTION: Reseat memory and all connectors on the Image CB.

SPECIAL NOTE: Solution provided by Edward Johnson - Copy Service & Supply, Statesville, NC.

Solution ID TAUS0642370EN***Solution Usage** 2**Description**

When browsing to the main body NIC, the pictures or boxes are corrupt and only text is displayed.

Solution

CAUSE: Show Pictures is not selected in Microsoft* Internet Explorer.

SOLUTION: To enable Show Pictures in Internet Explorer, perform the following:

1. Right click on IE and select Properties.
2. Select the Advanced tab.
3. Scroll until Show Pictures is displayed, select it and apply it.

* Trademark ownership information

Solution ID TAUS0642759EN***Solution Usage** 2**Description**

J61-01, intermittent PLEASE RELOAD ORIGINALS message.

Solution

PROBABLE CAUSES:

1. Failed RADF cover open detect microswitch.

Check the operation of the switch in the 47 mode and replace MS301 (p/n 12QR86010) as necessary.

2. The open/close cover was opened while the RADF was in motion. The vibration of the copier in combination with worn actuator, torsion spring and open/close sensor (PS311) generated the code even though no one actually opened the RADF during a document feed operation.

Replace PS311 (p/n 4014-1023-01) in the EDH, the actuator (p/n 4396-1395-01), and torsion spring (p/n 4024-2212-01).

Note : The sensor may look and test properly, but the problem is intermittent. In addition, the actuator and torsion spring may not function correctly. Over time these parts become loose and worn.

Solution ID TAUS0647577EN***Solution Usage** 2**Description**

What is the part number for the ADU DB (ADU driver board)?

Solution

ADU DB (p/n 56AA-9040).

Note: The 7155 and the 7165 ADU DB are the same part number, but when you install on 7165, you now can not move it to a 7155, once it is installed and powered up on that machine it is calibrated for that type machine, a 7165. The same thing for the 7155.

Solution ID TAUS0647639EN***Solution Usage** 2**Description**

Unable to install the modified registration cleaner assembly (p/n 56AA-3661) recommended in Technical Bulletin 5083, due to the original registration cleaner assembly being 125mm in length, while the modified pads are 65mm in length.

Solution

CAUSE: Technical Bulletin 5083 mistakenly lists the model 7155/7165 as being compatible with the modified registration cleaner assembly used on the model 7255/7272.

SOLUTION: Install the modified registration cleaner assembly on model 7255/7272 copiers as necessary. An updated technical bulletin will be released. Further information regarding a modified registration cleaner assembly for the model 7155/7165 will be released at a future date.

Notes:

1. Technical Bulletin 5083 PDF has been temporarily revised to remove the 7155/7165 reference. This is NOT the official re-release.
2. To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: <http://www.adobe.com/products/acrobat/readstep2.html> URL <http://www.adobe.com/products/acrobat/readstep2.html>

* Trademark ownership information

Solution ID TAUS0652437EN***Solution Usage** 2**Description**

How to store PCL fonts onto the print system hard drive or compact flash card.

Solution

To store a PCL font onto the IP controller hard drive (or compact flash card) on legacy Konica models the following prerequisites are necessary:

1. The actual font or bar code must be purchased by the user.
2. The font must be a PCL font or can be a PCL Soft font. If it is a Soft font, the font must first be edited to make it a PCL font then it can be modified for storage on the IP unit.
3. The workstation used to edit the file must be equipped with DOS/Dos editor.

Notes :

- a. Follow this step-by-step procedure for the complete installation procedures and for the proper parts ordering procedures.
- b. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0656577EN*

Solution Usage 2

Description

Unable to install 32-bit drivers on a Microsoft Windows 2003 64-bit server formigration to the 32-bit clients.

Solution

The 32-bit driver files are not recognized when attempting to load on a 64-bit system, therefore, the files must be pulled from a 32-bit system in order to add additional driver support on a 64-bit server:

1. After installing the 64-bit driver on the server, install the matching 32-bit(PCL, PostScript Visual, PostScript (Plug-in) or PostScript (Adobe) driver on one of the clients.
2. The driver files will be placed in C:\WINDOWS\inf folder on the client.
3. Share this folder on the network so that the 64-bit server has access.
4. From the server, when adding additional drivers, browse to the shared folder on the workstation
5. Select the appropriate .inf file from the shared folder on the client - the driver files will then be pulled over to the server to support other 32-bit clients when migrating the driver files.

Note: It is important to install the same type of driver on the client to match the driver installed on the server.

Solution ID TAUS0700737EN*

Solution Usage 2

Description

Scan to FTP using a host name versus a TCP/IP address is not working in a workgroup environment.

Solution

CAUSE: A DNS server is required when using a host name versus the TCP/IP address.

SOLUTION: If no DNS server is available, then a TCP/IP address must be used instead of the PC host name.

Solution ID TAUS0702209EN*

Solution Usage 2

Description

Intermittent J32-04 jams from all trays.

Solution

CAUSE: Failure of ADU board.

SOLUTION: Replace the ADU board.

PART NUMBER MODEL

56AA-904 2 7165

56EA-904 2 7155

56QA-904 0 7255/7272

Special Note :Solution provided by Jose Luna, KMBS, Woodland Hills.

Solution ID TAUS0600849EN*

Solution Usage 1

Description

When using the 1:2 mode copying 8.5x14 or 11x17, the second side is upside down.

Solution

CAUSE: Original direction was not selected in the [SPECIAL ORIGINAL] mode.

SOLUTION: To change the original direction, perform the following:

1. On the touchscreen select [SPECIAL ORIGINAL].
2. Special original window will be displayed.
3. On the far left of the touchscreen highlight the ORIG. DIRECTION that is desired for the copy job.
4. Select [OK] on the bottom of the right on the touchscreen to return to the copy screen.

Solution ID TAUS0600972EN***Solution Usage** 1**Description**

On a key counter or any external control device (Equitrac*) equipped machine, when any key is pressed while the machine is in an INSERT KEY COUNTER condition, the operation panel locks up.

Solution

CAUSE: Machine is requiring an original to be placed in the RADF or on the platen glass.

SOLUTION: Either lift the RADF or insert an original into the RADF to unlock the operation panel or place an original on the platen glass.

Note: Upgrading the ROM versions to M30 and I30 will prevent the lockups and not require the above action.

* Trademark ownership information

Solution ID TAUS0612910EN***Solution Usage** 1**Description**

DF316, not recognized.

Solution

CAUSE: The RADF is not selected in the 25 mode.

SOLUTION: To select the RADF in the 25 mode, perform the following:

1. Access the 25 mode (power the machine OFF while holding down on the 2 and 5 keys).
2. Select [1 Software DIP SW].
3. Select DIP SW 18 using the up/down button at the left.
4. Select bit 4 using the up/down on the right.
5. Select OFF
6. Press the PREVIOUS SCREEN button to return to the 25 mode.
7. Power the machine OFF/ON to exit the 25 mode.

Solution ID TAUS0616858EN***Solution Usage** 1**Description**

How to scan to large document jobs or multiple documents into one TIF file.

Solution

To scan many originals or multiple documents into one TIF file, perform the following:

1. Press the MODE key to select SCANNER/SERVER mode.
2. Press NETWORK on the touchscreen.
3. PRESS HDD on the touchscreen.
4. Select the entry name or input the entry name and box number using the Address Manual Input option on the touchscreen and press OK.
5. Press the STORE option on the touchscreen.
6. Place originals in the RADF and press START. Continue scanning originals in the RADF until completed.
7. When all the originals have been scanned, deselect the STORE option and press the START key.
8. One TIF will be created for all the originals scanned.

Solution ID TAUS0616859EN***Solution Usage** 1**Description**

How to enable the key click sound on the operation panel.

Solution

To enable the operation panel click sound perform the following:

1. Press the HELP key.
2. Press Key Operator Mode which is displayed on the touchscreen.
3. Touch the down-arrow on the lower left corner of the touchscreen.
4. Touch [13 Memory switch setting] on the touchscreen.
5. Touch the down-arrow on the lower left of the touchscreen three (3) times. [22 Key click sound] will be displayed.
6. Touch [Change Setting Contents] on the lower middle of the touchscreen until the desired setting is displayed.
7. Press RETURN on the touchscreen a couple of times to return to normal mode.

Solution ID TAUS0616860EN***Solution Usage** 1**Description**

How to obtain the ISW Microsoft* Windows utility.

Solution

To obtain the ISW Microsoft Windows utility, access the Konica Minolta FTP site

* Trademark ownership information

Solution ID TAUS0616862EN* **Solution Usage** 1

Description

How to print the NIC/status page.

Solution

To print the NIC/status page, perform the following:

1. Press the MODE key to select PRINTER.
2. Press Test Print Menu on the LCD.
3. Press NIC Config and press OK.
4. The NIC/status page will be printed.

Solution ID TAUS0616864EN* **Solution Usage** 1

Description

How to program auto reset.

Solution

To program auto reset, perform the following:

1. Press the HELP key and then press Key Operator Mode displayed on the touchscreen.
2. Press the down arrow, which is located at the bottom left corner of the touchscreen one time.
3. Select [13: Memory switch setting].
4. Auto reset timer will be the first selection. Select [Change Setting Contents].
5. Use the arrows to change the contents (OFF, 30, 60, 90, 120, 150, 180, 210, 240, 270, 300 seconds).
6. Press the RETURN key a couple of times to return to normal mode.

Solution ID TAUS0616867EN* **Solution Usage** 1

Description

How to enable/disable job offset.

Solution

To enable/disable job offset, perform the following:

1. Press the HELP key.
2. Press Key Operator Mode which is displayed on the touchscreen.
3. Touch the down-arrow on the lower left corner of the touchscreen.
4. Touch [13 Memory switch setting] on the touchscreen.
5. Touch the down-arrow on the lower left of the touchscreen three (3) times.
6. Touch the down-arrow on the right side of the touchscreen (5) times. The highlighted indication will shift to [20 JOB offset operating] and the current setting will be displayed on the touchscreen.
7. Touch [Change Setting Contents] on the lower middle of the touchscreen until the desired setting is displayed. The setting choices available are [OFF], which is the default setting or ON.
8. Press RETURN on the touchscreen a couple of times to return to normal mode.

Solution ID TAUS0616869EN* **Solution Usage** 1

Description

What IP unit/controller is used with the model 7155?

Solution

The IP511 is the designated controller for use with the model 7155.

Solution ID TAUS0616870EN* **Solution Usage** 1

Description

How to select mixed original mode.

Solution

To select mixed original mode, perform the following:

1. Press the SPECIAL ORIGINAL key, which is located on the touchscreen.
2. [Set condition to scan originals] will be displayed in the dark blue band at the top of the touchscreen. Touch [MIXED ORIGINAL], which is located in the third column from the left, under the heading [SPECIAL ORG.] on the touchscreen.
3. Select additional copying features, as desired.
4. Touch the OK key on the touchscreen to complete the setting and return to the Basic Screen.

Solution ID TAUS0616871EN***Solution Usage** 1**Description**

How to increase or decrease the key click sound of the operation panel.

Solution

To increase or decrease the operation panel click sound, perform the following:

1. Press the HELP key.
 2. Press Key Operator Mode which is displayed on the touchscreen.
 3. Touch [7 Panel contrast/Key sound adj] on the touchscreen.
 4. Locate Buzzer volume regulation on the LCD and press Small or Big to increase or decrease the volume.
 5. Press RETURN on the touchscreen a couple of times to return to normal mode.
-

Solution ID TAUS0617004EN***Solution Usage** 1**Description**

How many jobs residing on the hard drive (HD105) can be selected and printed at one time from the touchscreen?

Solution

The HD105/7155 will allow up to 5 jobs to selected and printed in succession.

Solution ID TAUS0617164EN***Solution Usage** 1**Description**

Can the Scan Error List errors be deleted from the LCD touchscreen?

Solution

The Scan Error List (errors) can not be deleted. The list will document and store the last 16 Scan Errors. As additional Scan Errors occur, the oldest Scan Error will be deleted.

Solution ID TAUS0617174EN***Solution Usage** 1**Description**

ISW tool compatibility.

Solution

The ISW tool can not be used to upgrade the Model 7155. The ISW Microsoft* Windows utility (ISWTrns Ver3.37E) must be used.

* Trademark ownership information

Solution ID TAUS0617553EN***Solution Usage** 1**Description**

DF316, PLEASE LOAD 8.5x11R PAPER is indicated and Tray 1 has paper.

Solution

CAUSE: Tray 1 ATS/APS is turned OFF.

SOLUTION: Enable ATS/APS for Tray 1 by performing the following procedure:

1. Access the Key Operator Mode by pressing the HELP key then touching KEY OPERATOR MODE from the touchscreen.
 2. Pres the down arrow once and select [11] Tray Auto Select Setting.
 3. Turn ON ATS/APS for tray 1 by pressing TRAY 1 and insure it is highlighted.
 4. Press OK and then press RETURN to go to normal operation.
-

Solution ID TAUS0617555EN***Solution Usage** 1**Description**

What is the part number of the total counter?

Solution

Total counter (p/n 56AA88310).

Note: The part number for the total counter is not in the Parts Catalog.

Solution ID TAUS0618293EN***Solution Usage** 1**Description**

SCS data stream will not job offset.

Solution

CAUSE: Firmware update required.

SOLUTION; This issue has been corrected with version 30.0 image processing EPROMS.

Note: In the Key Operator mode, job offset and continuation print need to be ON for proper operation.

Solution ID TAUS0618401EN***Solution Usage** 1**Description**

The 7155/IP511 printing system with a PU110 installed will not hole punch a print job, even when punch is selected, and with SHEET INSERTION chosen within the IP511 driver.

Solution

CAUSE: This behavior is a part of a planned constraint that exists within 7155/7165 series. Due to the difficulties in adjusting all input trays equally, it was found that the hole punch did not always line up properly when multiple input sources were called.. Thus, the punching function is disabled whenever a print job is going to pull from multiple input trays including the PI unit if available. The request from the driver will be ignored.

SOLUTION: It is possible to disable this constraint by setting software switch 28-3 to a value of 1. Please be advised though, when disabling this constraint, that the alignment of the holes when punching a job that pulls from more than one input tray will be subject to the relative alignment of the trays being used.

Solution ID TAUS0618612EN***Solution Usage** 1**Description**

Random black spots on copy.

Solution

CAUSE: Paper dust particles collect in the dead space of the developer path and spew onto copies due to vibration caused by removing/installing the drum carriage.

SOLUTION: After removing/installing the drum carriage, or when the copies have random black spots, perform the following:

1. Power the copier OFF.
2. Access the 36 mode (power the copier ON, while pressing the 3 and 6 keys).
3. Touch [1. Process adjustment] on the touchscreen.
4. Touch [2. Drum peculiarity adjustment] on the touchscreen.
5. Touch [10. Cartridge set mode] on the touchscreen.
6. Touch [START] on the touchscreen. The cartridge set mode procedure will take approximately two (2) minutes to complete its cycle.
7. Touch [COPY SCREEN] on the touchscreen. The copy screen will be displayed with a pre selected print quantity of ten (10). Select a tray containing wide paper (11x17 or 8.5x11) in the direction of the drum shaft.
8. Press the START key, ten (10) blank prints will be output from the selected tray.
9. Inspect the sample prints for random black spots. If, the random black spots still appear, press the [C] button while pressing the [P] button to return to the cartridge set mode, and repeat step (6) through (9).
10. Power the copier OFF/ON to exit the 36 mode.

Solution ID TAUS0618625EN***Solution Usage** 1**Description**

How to program the All Image Area mode as a default at power up.

Solution

To program the All Image Area mode as default, perform the following:

1. Access the Key Operator Mode (power ON the machine while pressing the HELP key).
2. Press [13. Memory Switch].
3. Press the down-arrow and select [4. Job Memory Auto recall (30)].
4. Press [Change Setting Contents] to turn ON this feature.
5. Exit the Key Operator Mode and press [Application].
6. Press [All Image Area] and then press OK.
7. Press the Job Memory key.
8. Access job number 30 by pressing the down arrow and then pressing [30].
9. Press [Store].
10. The Check Mode screen will appear, press down arrow for next page to view your All Image Area.
11. Press OK and a screen will appear to name the job.
12. Enter up to 16 characters (optional) and press OK.
13. Power the machine OFF/ON to exit the Key Operator Mode.

Solution ID	TAUS0618682EN*	Solution Usage	1
Description			
ENTER KEY OPERATOR PASSWORD: message when attempting to access the diagnostic modes directly (after powering the copier OFF/ON while pressing the 25, 36, or 47 keys).			
Solution			
CAUSE: The password protection for the diagnostic modes has been enabled.			
SOLUTION: Enter the password 9272 to access the 25, 36, or 47 modes.			
Note: To disable this feature set software dipswitch 3-2 to 0 in the 25 mode.			
Solution ID	TAUS0618867EN*	Solution Usage	1
Description			
PK110, punch unit options are grayed out after installation.			
Solution			
CAUSE: CN63 on the punch driver board is not seated properly.			
SOLUTION: Reseat CN63 on the punch unit DB.			
Solution ID	TAUS0619124EN*	Solution Usage	1
Description			
PZ108, 2-hole punch availability.			
Solution			
A 2-hole punch rocking assembly (p/n 13BW-5000) will be available 32d Quarter of 2003 for the PU108 and the PZ108.			
Solution ID	TAUS0619193EN*	Solution Usage	1
Description			
FS110, is three-hole punch and staple (together) available?			
Solution			
The finisher will punch and staple in unison.			
Solution ID	TAUS0619392EN*	Solution Usage	1
Description			
F18-60 when trying to use the bypass or intermittently during a copy run.			
Solution			
CAUSE: M20 (bypass up/down motor/BP) does not operate due to a loss of 24V DC on the PRDB (printer driver board) at CN214-A3.			
SOLUTION: To check CN214-A3 for 24V DC on the PRDB, perform the following:			
1. Power SW2 (sub power switch) and SW1 (main power switch) OFF.			
2. Remove CN214 from the PRDB.			
3. Access the 47 mode (power the copier OFF/ON while simultaneously holding the 4 and the 7 keys).			
4. Set a multimeter to 200V DC range.			
5. Place the black lead to frame ground and the red lead to CN214-A3.			
6. The 24V DC should be present. If there is no voltage present, replace the PRDB (p/n 55AA-9021).			
Solution ID	TAUS0619490EN*	Solution Usage	1
Description			
DF316, part number for the positioning jig.			
Solution			
DF316 positioning jig (p/n 120A1052).			
Solution ID	TAUS0619501EN*	Solution Usage	1
Description			

Machine is defaulting to a non-standard size original at power up. Panel reset clears to normal original.

Solution

CAUSE: Job memory Auto Recall is enabled with a programmed job that has a non-standard size set.

SOLUTION: To disable the Job Memory Auto Recall, perform the following:

1. Access the Key Operator Mode by powering ON the machine while pressing the HELP key.
2. Press [13. Memory Switch].
3. Press the down-arrow and select [4. Job Memory Auto recall (30)].
4. Press [Change Setting Contents] to turn OFF this feature.
5. Exit the Key Operator Mode.

Solution ID TAUS0619627EN*

Solution Usage 1

Description

How to enable/program group stapling.

Solution

To enable/program group stapling, perform the following:

1. Access the 25 mode (hold down the 2 and 5 keys at power up) or turn the main switch ON and then wait for the Ready to Copy message.
2. Hold the P button down until the message 'Enter 4-digit Password To Change' is displayed.
Note: The button must be held down for about 5 seconds before the message is displayed.
3. Enter the password 9272 and press the Start Print button.
4. Select [1] (Software SW setting).
5. Press the left up-arrow until 20 is displayed.
6. The top of display should indicate SOFTWARE SWITCH SET MODE 20-0:0.
7. Press the ON button once. The top of display should now indicate SOFTWARE SWITCH SET MODE 20-0:1.
8. Press RETURN, MODE CHANGE and then BASIC SCREEN to return to normal operation.

Solution ID TAUS0619629EN*

Solution Usage 1

Description

How to program group mode as the default.

Solution

To program group mode as the default, perform the following:

1. Press the HELP key.
2. Press Key Operator Mode which is displayed on the touchscreen.
3. Press [2] Copier Initial.
4. Press OUTPUT APPLI on the touch screen and then select GROUP and OK twice.
5. Press the down arrow on the left lower corner of the touchscreen one time and then select [13] Memory Switches.
6. Press the down arrow on the right side of the touchscreen one time to select [2] AUTO RESET key function.
7. Press Change Setting Contents until INITIAL is displayed.
8. Press RETURN twice to return to normal mode.

Solution ID TAUS0619645EN*

Solution Usage 1

Description

FS110, is the finisher control board interchangeable with the FS210 control board?

Solution

The finisher control boards are not interchangeable. The part numbers are as follows: FS110 (p/n 13QE-9010) and the FS210 (p/n 13QJ-9010).

Solution ID TAUS0619682EN*

Solution Usage 1

Description

FS210, is the finisher control board interchangeable with the FS110 control board?

Solution

The finisher control boards are not interchangeable. The part numbers are as follows: FS110 (p/n 13QE-9010) and the FS210 (p/n 13QJ-9010).

Solution ID TAUS0619808EN*

Solution Usage 1

Description

SC49-03 and the IP511 is constantly rebooting.

Solution

CAUSE: The NIC firmware is corrupted and/or outdated.

SOLUTION: Reset the NIC to factory settings and upgrade to the latest level firmware version. To reset the IP511 NIC to factory settings, perform the following:

1. Power down the IP unit and remove the small rear IP511 cover.
2. Set jumper OP2 to the lower 2 pins (bottom and middle) for factory initialization.
3. Power the IP unit ON and leave it on for five minutes.
4. Power down the IP unit and reset jumper OP2 to the upper 2 pins (upper and middle).
5. Install the rear cover.
6. The card should now be initialized and should print a status page once both the IP unit and the printer have come to a ready state.

Notes:

- a. The NIC firmware can be downloaded from the Konica FTP site .
- b. To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0619823EN*

Solution Usage 1

Description

Printer control board compatibility between the 7155 and 7165.

Solution

The printer control board (p/n 56AA-9021) is used on both the 7155 and 7165.

Solution ID TAUS0619863EN*

Solution Usage 1

Description

DF316, J65-02 at power up.

Solution

CAUSE: Paper dust build up on the platen guide part/left, which is a black plastic guide plate positioned slightly to the left of the slit glass when the RADF is closed. The original conveyance sensor (PS306) falsely detects the presence of paper dust as a paper jam.

SOLUTION: To clean the platen guide part/left, perform the following:

1. Power the copier OFF.
2. Raise the RADF.
3. Remove the three gold colored screws (p/n 00Z193061) which secure the platen guide part/left (p/n 13QA41030) to the RADF. Thoroughly, clean and remove all paper dust from the platen guide part/left.
4. Reinstall the platen guide part/left and power the machine ON.

Solution ID TAUS0619949EN*

Solution Usage 1

Description

SC46-11 at power up.

Solution

CAUSE: The exposure lamp failed.

SOLUTION: To check the exposure lamp, perform the following:

1. Access the 47 mode (power the machine ON while holding down on the 4 and 7 mode), output code 00.
2. If the exposure lamp (p/n 26NA83010) does not light, replace it.

Solution ID TAUS0619965EN*

Solution Usage 1

Description

When ECM printing, is there a way to have the job print automatically instead of having to enter the user ID and/or password from the touchscreen?

Solution

The ECM user ID and/or password must be entered from the touchscreen in order print the job.

Solution ID TAUS0620021EN*

Solution Usage 1

Description

DF316, when copying 11x17 or 8.5x14 originals from the RADF, a misfeed occurs and 2 sheets exit (1 copy and 1 blank copy).

Solution

CAUSE: Overhead lighting is interfering with the original length detection performed by original length sensors (PS309) and (PS310).

SOLUTION: If, the machine cannot be moved to another location, order a sensor filter kit (p/n U193-0030) and install the original sensor filters above (PS309) and (PS310), which will block light frequencies that cause the sensors to react incorrectly. Attach the filter sheets above the sensors by using transparent tape. Since the sensors are located in a recessed area of the RADF feed tray, the tape and filter will not interfere with feeding of originals.

Note: A quantity of two (2) filter sheets is included with each sensor filter kit.

Solution ID TAUS0620033EN*

Solution Usage 1

Description

How to program Punch Mode when using Book Copy.

Solution

To Program a Punch Mode operation in Book Copy, perform the following:

1. Select Store mode.
2. Select Applications.
3. Select Book Copy.
4. Select OK twice.
5. Press Start to scan the original (Book).
6. Press Store to complete the store function.
7. Select Output.
8. Select Punch.
9. Select the bottom punch orientation option (the first two options will not function).
10. Select OK twice.
11. Press Print to start the copy process.

Solution ID TAUS0620180EN*

Solution Usage 1

Description

ISW Trns utility specifications.

Solution

The ISW utility version 3.40E is compatible with the following PC operating systems: Microsoft* Windows 9x, Windows Me, Windows NT4.0, Windows 2000 and Windows XP.

* Trademark ownership information

Solution ID TAUS0620193EN*

Solution Usage 1

Description

When copying a book in Book Copy mode, auto-layout and non-image area erase are not selected automatically.

Solution

CAUSE: The User's Guide is in error. The User's Guide indicates to select book copy prior to placing the book on the platen glass. In this case auto-layout and non-image area erase will not automatically be enabled.

SOLUTION: Place the book to be copied on the platen glass and select book copy. This will allow auto-layout and non-image area erase to automatically be enabled.

Solution ID TAUS0620216EN*

Solution Usage 1

Description

J32-10 at power up.

Solution

CAUSE: A piece of paper is actuating PS46 (reverse/exit) in the ADU section.

SOLUTION: Open the front doors and withdraw the ADU carriage. Lower the ADU reverse section and locate PS46 in the reversing area. Remove the torn or jammed piece of paper.

Solution ID TAUS0620231EN*

Solution Usage 1

Description

Intermittent exit jams and poor fusing.

Solution

CAUSE: The fixing pressure release lever was not adjusted according to the installation instructions. The fuser lever can be left in the unlocked position and

the front door closed.

SOLUTION: With the fixing lever to the right, loosen the screw on the green handle and position the lever farthest to the right, retighten the handle screw.

Solution ID TAUS0620253EN*

Solution Usage 1

Description

FS-110, J72-19 when stapling.

Solution

PROBABLE CAUSES:

1. The paper is being stopped before entering the staple section, due to a bent mylar on Conveyance Guide Plate/9. Repair the mylar, or replace the Conveyance Guide Plate/9 (p/n 13QE45090).

Note : The mylar is attached to the Conveyance Guide Plate/9, and can not be ordered as a separate part.

2. Dirty, misaligned or failed bypass gate solenoid SD705.

Clean and adjust the bypass gate solenoid SD705. If necessary, replace bypass gate solenoid SD705 (p/n 12QR-2630).

Solution ID TAUS0620259EN*

Solution Usage 1

Description

PK110, SC77-54 at power up after removal of the punch unit.

Solution

CAUSE: The PKCB (punch unit control board) is still wired to the FNCB (finisher control board).

SOLUTION: Remove PKCB wiring from CN62, and CN61 on the FNCB. Also remove the PKCB from the FS210.

Note: If the PK110 is removed from the FS210, there will be a 3-inch gap between the conveyance rollers. Reinstall the conveyance guide plate/A (p/n 13QE45400) and conveyance guide plate/B (p/n 13QE45410).

Solution ID TAUS0620301EN*

Solution Usage 1

Description

How to immediately exit the current ECM session and have PLEASE ENTER PASSWORD message indicated on the touchscreen.

Solution

Hold down the [P] key while simultaneously pressing the [CLEAR QTY] key.

Solution ID TAUS0620321EN*

Solution Usage 1

Description

FS210, important information regarding poor stapling (staples are buckling) and the alignment of the staples.

Solution

Performing the stapler alignment adjustment - procedure outlined in the Technical Notice .

Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information .

Solution ID TAUS0620361EN*

Solution Usage 1

Description

Is there a way to download or upload ECM codes to the 7155 from a PC?

Solution

At the present time there is no way to enter ECM codes via a PC.

Solution ID TAUS0620381EN*

Solution Usage 1

Description

PI110, J72-50 during copy mode.

Solution

Install the latest 7155 firmware using the ISW Microsoft* Windows utility. To obtain the ISW utility, perform the following:

1. Access [[KBT's Home Page| URL <http://www.konicabt.com>]].
 2. In the right-hand menu, click on NSSG.
 3. A disclaimer is offered. Read it and click on [I Accept] to access the NSSG Web Support login page.
 4. Enter a User ID and Password and click [Login].
 5. In the left-hand margin under GET FILES, click on [Download EPROMs].
 6. In the pull-down menu, click on [EPROMs for Accessories].
 7. Click on [List] button.
 8. Select ISWTRNS340E.EXE link and follow download instructions.
- Note: The latest 7155 firmware files can be found in the pull-down menu under [Eproms For High Volume Copiers].

* Trademark ownership information

Solution ID TAUS0620405EN*

Solution Usage 1

Description

What is the part number for the ADU DB (ADU driver board)?

Solution

ADU DB (p/n 56EA-9040).

Note: The 7155 and the 7165 ADU DB are not the same.

Solution ID TAUS0620423EN*

Solution Usage 1

Description

Machine management list 2, Parameter list, Memory dump list, and Font pattern are not displayed on the touchscreen when selecting [7. List output mode] in the 36 adjustment mode menu.

Solution

CAUSE: Display of the additional print list options has not been enabled within the 25 mode.

SOLUTION: To enable display of the additional print list options, perform the following:

1. Power the copier OFF.
2. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
3. Touch [1. Software SW setting].
4. Select software switch 30-1 using the arrow keys.
5. Set the switch to ON (1).
6. Power the copier OFF/ON to exit the 25 mode.

SPECIAL NOTE: Solution provided by Lee Jurls, BURTRONICS BUSINESS SYSTEMS/SAN BERNADINO.

Solution ID TAUS0620514EN*

Solution Usage 1

Description

How to adjust the density shift in AUTO (Text/Photo) mode.

Solution

To adjust the density shift in AUTO (Text/Photo) mode, perform the following:

1. Power the copier ON.
2. Touch [SPECIAL ORIGINAL] on the touchscreen.
3. Touch [AUTO] on the touchscreen.
4. Touch the [P] key.
5. Using the numeric keypad, enter the desired density shift (0-5). The default value is 3.
6. Touch [OK] on the touchscreen two (2) times to return to the normal mode.

Solution ID TAUS0620540EN*

Solution Usage 1

Description

F23-2 at power up.

Solution

CAUSE: A loose connector at M3 (developer drive).

SOLUTION: To check M3, perform the following:

1. Access the 47 mode (power the machine ON while holding down on the 4 and 7 keys), output code 50.
2. Check that M3 is ON.
3. If M3 does not come ON, reseal the connector at M3.
4. Power the machine OFF/ON to exit the 47 mode.

Solution ID TAUS0620717EN***Solution Usage** 1**Description**

Tray 1 indicates F4 size.

Solution

CAUSE: Size detection DipSW settings are incorrect.

SOLUTION: Change DipSW 13- 0 = 1 for inch.

Note: DipSW 13-1 = 1, 13-2 = 0, 13-5 = 0, 13-6 = 0

Solution ID TAUS0620733EN***Solution Usage** 1**Description**

DF316, display message continuously changing from PLEASE LOAD 8.5x11 and PLEASE LOAD 11x17 paper sizes. The operation panel also appears to be locked up when 8.5x11 paper is placed in the feed tray.

Solution

CAUSE: The lighting above the DF316 is adversely affecting the operation of PS306 (original detect photosensor) which is used to detect 11x17 originals.

SOLUTION: Relocate the machine to a place where the lighting is more subtle.

Solution ID TAUS0620783EN***Solution Usage** 1**Description**

LT402 is not recognized.

Solution

CAUSE: The LT402 has been isolated via software dipswitch 18-3.

SOLUTION: To enable the LT402, perform the following:

1. Access the 25 mode (power the copier ON while pressing the 2 and 5 keys).
2. Touch [1. Software SW setting] on the touchscreen.
3. Select software dipswitch #18 using the left up/down arrow(s).
4. Select the bit number of the switch using the middle up arrow to a 3.
5. Select OFF (0) to enable the LT402.
6. Turn the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0621083EN***Solution Usage** 1**Description**

Can booklet mode be used to make a copy of a booklet?

Solution

Booklet mode can not be used to copy a booklet.

Solution ID TAUS0621609EN***Solution Usage** 1**Description**

PZ108, not recognized.

Solution

CAUSE: The dipswitches on the PZ108 control board are set for the wrong model. Beginning with serial number 13NR00101, the PZ108 is compatible with the models 7155 and 7165. The extra connector on the PZ108 is for the models 7075 and 7085 and is not used if it is installed on a model 7155.

SOLUTION: Turn ON dipswitch 2 on the PZ108 control board.

Solution ID TAUS0621954EN***Solution Usage** 1**Description**

APS will not select a tray that has be designated as thick paper.

Solution

CAUSE: Once the paper type is changed to a special type, that tray is no longer selected by APS.

SOLUTION: The tray with the special paper has to be manually selected.

Solution ID TAUS0622048EN***Solution Usage** 1**Description**

SC32-02 while copying.

Solution

CAUSE: A failed FM8 (main cooling fan/2).

SOLUTION: To test the operation of FM8, perform the following:

1. Access the 47 multimode (power the copier OFF/ON, while simultaneously holding the 4 and the 7 keys), output code 42, press P-10-P.
2. FM8 will turn ON.
3. If FM8 does not turn, replace FM8 (p/n 26NA80510).

Solution ID TAUS0622307EN***Solution Usage** 1**Description**

How to delete a job stored in Job Memory.

Solution

To delete a job that is stored in Job Memory, perform the following:

1. Access the Help mode (power the machine ON while pressing the Help button).
2. Select [5. Lock/delete job memory].
3. Highlight the job to be deleted.
4. Touch DELETE on the touchscreen.
5. Touch OK on the touchscreen.
6. Power machine OFF/ON.

Solution ID TAUS0622338EN***Solution Usage** 1**Description**

COPYING IN PROGRESS, PRESS START TO RESTART messages, and the LCD blinks at process start.

Solution

CAUSE: Paper is remaining in the ADU conveyance section.

SOLUTION: Open the front doors, withdraw the ADU/conveyance unit, lower the ADU bottom plate, and remove any paper that is found.

Notes:

1. Refer to the 7155 cross section . and the shaded area is the ADU.
2. To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0622668EN***Solution Usage** 1**Description**

Why does the toner bottle have a yellow discolored look?

Solution

This is the normal appearance of the new style toner bottle, which is now made from 30% recycled material. A yellow bottle does not mean that the bottle or toner is old.

Solution ID TAUS0622908EN***Solution Usage** 1**Description**

How to add toner, 7155.

Solution

To add toner, refer to the 7155 User's Manual, page 15-8

Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information .

Solution ID TAUS0622992EN***Solution Usage** 1

Description

The default staple position stored for recall in Job memory as the default changes after the first scanned job. Subsequent jobs are incorrectly oriented when stapled unless the operation panel has been reset.

Solution

CAUSE: Original detection/binding mode memory switch is not set to IT IS NOT CANCEL.

SOLUTION: To set the Original detection/binding mode to IT IS NOT CANCEL, perform the following:

1. Hold the [P] key down until the message [Enter 4-digit password to change Mode] is displayed at the top of the touchscreen.

Note: The key must be held down for about 5 seconds before the message is displayed.

2. Enter the password 9272 and press the START key.
3. Touch [4. Key operator mode] on the touchscreen.
4. Touch the down-arrow which is located at the lower left corner of the touchscreen one (1) time.
5. Touch [13. Memory switch setting] on the touchscreen.
6. Touch the down-arrow on the lower left corner of the touchscreen two (2) times.
7. Using the down-arrow located on the right side of the touchscreen, scroll to [5. Orig. detection/binding mode].
8. Repeatedly touch [Change Setting Contents] until IT IS NOT CANCEL is displayed as the setting.
9. Touch [RETURN] on the lower right corner of the touchscreen.
10. Touch [MODE CHANGE] on the lower right corner of the touchscreen.
11. Touch [EXIT] on the lower right corner of the touchscreen to return to the normal mode.

Solution ID TAUS0623085EN*

Solution Usage 1

Description

PI110, MAKE COVER SHEET SIZE LOWER TRAY SAME AS PAPER SIZE message when using folding/stapling applications.

Solution

CAUSE: The paper size adjustment has not been performed.

SOLUTION: To adjust the paper size for the PI110, perform the following:

1. Access the 36 mode (power the copier OFF/ON, while simultaneously holding the 3 and the 6 keys).
2. Select [6. Finisher adjustment].
3. Select [3. Cover sheet tray size adj.].
4. Cover sheet tray size adj. (upper tray) will be displayed.
5. Place an 8.5x11R paper in the upper tray, and press [START].
6. Complete will be displayed.
7. Press [NEXT].
8. Place an 8.5x11R paper in the lower tray, and press [START].
9. Complete will be displayed.
10. Press [RETURN].
11. Power the copier OFF/ON.

Solution ID TAUS0623089EN*

Solution Usage 1

Description

FS110, M701 (finisher conveyance) turns in the reverse direction.

Solution

CAUSE: Failed finisher CB.

SOLUTION: Replace the FNCB (p/n 13QE-9010).

Solution ID TAUS0623090EN*

Solution Usage 1

Description

FS210, M701 (finisher conveyance) turns in the reverse direction.

Solution

CAUSE: Failed finisher CB.

SOLUTION: Replace the FNCB (p/n 13QJ-9010).

Solution ID TAUS0623278EN*

Solution Usage 1

Description

How to set the LCD keyboard to QWERTY for an E-mail address entry.

Solution

Keyboard layout on the operation panel can be changed by setting the 25 mode dipswitch 20-3 to 0 for QWERTY; and 1 for standard ABCDE layout. These layouts are ONLY effective for the following screens:

Key Operator Mode:

- a. EKC data change screen
- b. Administrator data registration screen

Note: Keyboard layout cannot be changed on the input screen for scan to E-mail.

Solution ID TAUS0623351EN*

Solution Usage 1

Description

When scanning PDF documents in the 8.5x11 direction, the image is offset.

Solution

CAUSE: Earlier version mainbody firmware is installed.

SOLUTION: Update the [[mainbody firmware] URL ftp://eproms:epromuser@ftp.konicabt.com/copyhigh/] version to minimum 37 Control and 52 Image. Also, update the IP511 system code to version 6.2.0 (minimum).

Solution ID TAUS0623393EN*

Solution Usage 1

Description

In the 25 mode, the paper size adjustment is grayed out.

Solution

CAUSE: A LCT is not installed.

SOLUTION: This will not be grayed out when a LT402 or LT412 is installed.

Notes:

1. This adjustment does not apply to the regular paper trays.
2. To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0623489EN*

Solution Usage 1

Description

Hecon* key counter availability.

Solution

A kit (p/n SE95-4020) is available which includes all necessary mounting hardware and wiring. It does not include the key counter (PCUA 950816). If individual parts are ordered referring to Technical Operations Bulletin A4 D5 dated 6/25/03, the adapter wiring harness (p/n 1206K0010) is not needed since it is included with the kit. Use the long adapter wiring harness. The short one is not needed. Directions are included with the kit.

Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0623637EN*

Solution Usage 1

Description

After the completion of warm-up, the machine immediately enters the power save mode.

Solution

CAUSE: The PRDB failed.

SOLUTION: Replace the PRDB (p/n 56AA-9021).

Solution ID TAUS0623677EN*

Solution Usage 1

Description

PZ109, hole punch availability.

Solution

A 2-hole and 3-hole punch system is selectable.

Solution ID TAUS0623960EN***Solution Usage** 1**Description**

PZ109, part number for the A-Kit referenced on page one (1) of the installation procedure.

Solution

PZ108 A-Kit (PCUA 950568).

Solution ID TAUS0624066EN***Solution Usage** 1**Description**

FS110, copies are being ejected onto the floor as they exit the finisher rather than stacking in the paper exit tray.

Solution

CAUSE: The finisher paper exit motor (M707) has failed, which is inhibiting the motor from entering the low speed mode while exiting the copies to the paper exit tray.

SOLUTION: Replace the finisher exit motor (p/n 56AA80081).
SPECIAL NOTE: Solution provided by Johnny Phillips, STUARTS INC./Eldorado.

Solution ID TAUS0624068EN***Solution Usage** 1**Description**

FS210, copies are being ejected onto the floor as they exit the finisher rather than stacking in the paper exit tray.

Solution

CAUSE: The finisher paper exit motor (M707) has failed, which is inhibiting the motor from entering the low speed mode while exiting the copies to the paper exit tray.

SOLUTION: Replace the finisher exit motor (p/n 56AA80081).

Solution ID TAUS0624071EN***Solution Usage** 1**Description**

FS110, finisher is not recognized by the copier.

Solution

CAUSE: Poorly seated finisher interface harness (CN255 on the main body), which results in loss of communication between the finisher CB and PRCB.

SOLUTION: To check the finisher interface harness connection, perform the following:

1. Power the copier OFF.
2. Remove the finisher from the main body.
3. Unplug CN255 from the main body.
4. Ensure that all pins for CN255 on the main body are straight and properly aligned especially the upper most pin.
5. Inspect CN255 on the wiring harness; ensure that all the wires are properly attached to the connector.
6. Reseat CN255 to the main body.

Solution ID TAUS0624151EN***Solution Usage** 1**Description**

Unable to make changes on the display panel.

Solution

CAUSE: Failed PRMB (parameter memory board).

SOLUTION: Replace the PRMB (p/n 56AA-9120).

Solution ID TAUS0624241EN***Solution Usage** 1**Description**

PZ109, unable to select three-hole punching after installing the punch unit.

Solution

CAUSE: The number of punch holes is set for the Japanese market.

SOLUTION: To change the number of punch holes corresponding to the USA, perform the following:

1. Access the 25 mode (power the copier OFF/ON, while simultaneously pressing the 2 and the 5 keys).

2. Select [1. Software SW setting].
3. Using the up/down arrow on the left of the touchscreen scroll to DIPSW 22.
4. Using the up/down arrow in the middle of the touchscreen scroll to BIT 1.
5. Press [ON], to set to 1.
6. Using the up/down arrow in the middle of the touchscreen scroll to BIT 2.
7. Press [OFF], to set to 0.
8. Power the copier OFF/ON.

Solution ID TAUS0624265EN*

Solution Usage 1

Description

Is there a trimmer unit for the 7155?

Solution

There is no trimmer unit available for the 7155.

Solution ID TAUS0624352EN*

Solution Usage 1

Description

DF316, intermittent J65-10.

Solution

CAUSE: Failed original skew PS/F (PS307), causing false jam detection.

SOLUTION: To check the original skew PS/F, perform the following:

1. Power the copier OFF.
2. Access the 47 mode (power the copier ON, while pressing the 4 and 7 keys), input code 60, P-11-P. IN:L should be displayed on the top of the touchscreen with no paper placed beneath the original skew PS/F. When paper is placed beneath the original skew PS/F, IN:H should be displayed on the touchscreen. Once the paper is removed from beneath the original skew PS/F, the touchscreen display should return to IN:L. If, the touchscreen display remains IN:H, after the paper has been removed from beneath the original skew PS/F, the sensor is not working properly.
3. Clean, or replace the original skew PS/F (p/n 13QA85510) as necessary.

Solution ID TAUS0624791EN*

Solution Usage 1

Description

FS110, J72-23 when exiting copies to the sub tray only.

Solution

CAUSE: The intermediate idling gear/1 [Z=37/25] which provides drive from the sub tray paper exit motor (M721) to the sub tray exit rollers is damaged or misaligned.

SOLUTION: To check the intermediate idling gear/1 [Z=37/25], perform the following:

1. Power the copier OFF.
2. Remove the FS110 top plate/1 (p/n 13QE12010).
3. Thoroughly, inspect the idling gear/1 [Z=37/25]. Align or replace the idling gear/1 [Z=37/25] (p/n 13QE77200) as necessary.

Solution ID TAUS0624793EN*

Solution Usage 1

Description

FS210, J72-23 when exiting copies to the sub tray only.

Solution

CAUSE: The intermediate idling gear/1 [Z=37/25] which provides drive from the sub tray paper exit motor (M721) to the sub tray exit rollers is damaged or misaligned.

SOLUTION: To check the intermediate idling gear/1 [Z=37/25], perform the following:

1. Power the copier OFF.
2. Remove the FS210 top plate/1 (p/n 13QE12010).
3. Thoroughly, inspect the idling gear/1 [Z=37/25]. Align or replace the idling gear/1 [Z=37/25] (p/n 13QE77200) as necessary.

Solution ID TAUS0625991EN*

Solution Usage 1

Description

LT412, not recognized by the main body.

Solution

CAUSE: The LT412 has been isolated via software dipswitch 18-3.

SOLUTION: To enable the LT412, perform the following:

1. Access the 25 mode (power the copier ON while pressing the 2 and 5 keys).
2. Touch [1. Software SW setting] on the touchscreen.
3. Select software dipswitch #18 using the left up/down arrow(s).
4. Select the bit number of the switch using the middle up arrow to a 3.
5. Select OFF (0) to enable the LT412.
6. Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0626179EN*

Solution Usage 1

Description

PLEASE WAIT OPERATING message and the machine does not come to ready.

Solution

CAUSE: Failed scanner control board due to a failed infeed drive motor.

SOLUTION: Replace scanner CB (p/n 56AA-9090) and the motor (p/n 13QA80010).

Note: Replacing only the scanner CB may result in erratic motor operation or another failed SCB.

SPECIAL NOTE: Solution provided by Doug Jones, EASTERN COPY PRODUCTS.

Solution ID TAUS0626242EN*

Solution Usage 1

Description

How many E-mail addresses can be programmed via the Email-Address-Export-Tool?

Solution

A maximum of 96 E-mail addresses can be programmed via the Email-Address-Export-Tool.

Solution ID TAUS0626293EN*

Solution Usage 1

Description

Will the 7155 function as printer without a finisher installed?

Solution

The 7155 will function properly without a finisher installed, but requires a paper exit tray. The paper exit tray comes in two pieces, paper exit tray/1 (p/n 40AA12121) and the paper exit tray/2 (p/n 40AA12130).

Solution ID TAUS0626401EN*

Solution Usage 1

Description

PLEASE OPEN RADF UNIT message when the non-image erase mode is selected and the RADF unit is open.

Solution

CAUSE: The ADF detecting actuator for the APS timing sensor (PS51) is stuck in a lowered state which prevents the machine from sensing the RADF unit is open.

SOLUTION: To check the operation of the APS timing sensor (PS51), perform the following:

1. Raise the RADF unit and inspect the position of the ADF detecting actuator; the ADF detecting actuator should be in a raised state.
2. Hold the [P] key down until the message [Enter 4-digit password to change Mode] is displayed at the top of the touchscreen.
3. Enter the password 9272 and press the START key.
4. Touch [4-7 mode] on the touchscreen, input code 31, P-8-P. When the ADF detecting actuator is raised [IN: L] should be displayed in the dark blue band at the top of the touchscreen. When the ADF detecting actuator is depressed [IN: H] should be displayed in the dark blue band at the top of the touchscreen.
5. Remove and correct any binds to the ADF detecting actuator or mount assembly. Replace the ADF detecting actuator (p/n 56AA61420) as necessary.

Solution ID TAUS0626479EN*

Solution Usage 1

Description

When using the main body web utility to enter multiple E-mail addresses, the monitor display language changes to Japanese when trying to enter more than one e-mail address.

Solution

CAUSE: Firmware bug.

SOLUTION: Upgrade the firmware to minimum Print control version 38 and Image processing version 53.

Note: This firmware can also be downloaded from the Konica Minolta web site. Log onto [[Konica Minolta NSSG Web Support| URL

http://techweb.konicabt.com/scripts/web_access.cgi?FUNC=DISP_LOGIN]] and select the Download EPROMs link; 7155 EPROM files are located under

EPROMs for high volume copiers. The Print control file name is 7155-m38p.exe (PC file) and the Image processing file name is 7155-I53p.exe (PC file).

Solution ID TAUS0626626EN*

Solution Usage 1

Description

How to set the paper tray priority.

Solution

To set the paper tray priority, perform the following:

1. Power the copier OFF.
2. Access the Key Operator Mode by pressing the HELP key then touching [KEY OPERATOR MODE] on the touchscreen.
3. Touch [1. Tray auto select setting] on the touchscreen.
4. On the left hand side of the touchscreen, touch to highlight desired tray key, for each tray which is to be automatically detected when ATS/APS functions. If, the tray key is not highlighted it will not be an ATS/APS available tray, nor will it be displayed on the right half of the touchscreen.
5. Tray keys specified as ATS/APS ON will appear on the right half of the touchscreen. Touch to highlight the desired tray key, and then change its priority by using the up-down arrow keys.
6. Touch [OK] on the touchscreen to complete the setting and restore the Key Operator Mode screen.
7. If, no further changes are required, touch [PREVIOUS SCREEN] on the touchscreen to return to the normal mode.

Solution ID TAUS0626649EN*

Solution Usage 1

Description

How to turn E-mail OFF.

Solution

To turn E-mail OFF, perform the following:

1. Access the 25 mode (hold down the 2 and 5 keys at power up) or turn the main switch ON and wait for the Ready to Copy message. Hold the P button down until the message Enter 4-digit Password To Change is displayed.

Note: The button must be held down for about 5 seconds before the message is displayed.

2. Enter the password 9272 and press the Start Print button.
3. Press [1: Software SW setting] on the touchscreen.
4. Press the left up-arrow, which is displayed on the touchscreen, until 28 is displayed above the up-arrow.
5. Select the bit number of switch 1, using the right up-arrow, 28-1 will be displayed.
6. Press the [ON (1)] key, which is displayed on the touchscreen.
7. Power the machine OFF/ON to exit the 25 mode or press RETURN, MODE CHANGE and then BASIC SCREEN to return to normal operation.

Solution ID TAUS0626735EN*

Solution Usage 1

Description

J33-01 at power up.

Solution

CAUSE: PS305 (reversal paper exit PS) failed.

SOLUTION: To check PS305, perform the following:

1. Access the 47 mode, (power the machine ON while holding down on the 4 and 7 keys), input code 85.
2. Actuate PS305 and watch for a change of state at the control panel.
3. If no change takes place, replace PS305 (p/n 540085510).

Solution ID TAUS0626766EN*

Solution Usage 1

Description

Can the scan to hard drive filename be changed?

Solution

CAUSE: Early main body ROM did not allow this function.

SOLUTION: Install the latest main body image ROM that is posted on the FTP site. Download the latest firmware, from the Konica Minolta FTP site or the EPROM download page. To access the firmware download section on the Konica Minolta website, perform the following:

1. Sign into the [[Secured site| URL <http://www.konicabt.com/konicode/Logon>]].
2. In the left frame, click on [NSSG Web Support].
3. Again, in the left frame, click on [Download EPROMs].
4. In the [Show all files for:] pull-down menu, select 'Eproms For High Volume Copiers' and click on the List Files button.
5. In the list of firmware, click on the required link to download. The firmware description will be in PDF format.

- Notes:
- a. The following characters cannot be selected during selecting file name on Scan to HDD / @ . _ , -
 - b. Space is inserted to the file name for Scan to HDD.
 - c. To view a PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0626786EN*

Solution Usage 1

Description

How to configure and perform the Scan-to-FTP option.

Solution

Preliminary Note: To utilize Scan-to-FTP, the IP511 must be connected to a network and have a dedicated (local) FTP server attached.

To configure and perform Scan-to-FTP perform the following:

1. From the main body operation panel, access the PRINTER mode using the MODE key located above the CHECK and HELP keys.
2. On the LCD touch screen, using the arrows on the right, scroll to and select NETWORK SETUP.
3. From NETWORK SETUP, scroll to and select FTP SETUP.
4. Select FTP PORT NUMBER.
5. Set the PORT number to match that of the FTP server, default is 21.
6. Select FTP TIMEOUT.
7. Set the TIMEOUT as desired between 1 and 60 seconds, the default is 15.
8. Press CANCEL once.
9. Scroll to and select UPDATE NIC.

Note: The UPDATE NIC selection will be unavailable (grayed out) if no changes were made to the FTP PORT NUMBER or TIMEOUT.

10. Select YES.
 11. Enter the necessary NIC password. The default is [sysadm] all lower case.
- Note: The LCD will display PRINTER INITIALIZING.
12. After the printer initializes, and READY TO PRINT is displayed again, power OFF/ON the main power switch (SW1) located on the left rear corner of main body for at least 10 seconds.
 13. After the printer has come back to READY, from the main body operation panel, access the SCANNER/SERVER mode using the MODE key located above the CHECK and HELP keys.
 14. On the LCD touch screen, select SCAN TO NETWORK.
 15. Select FTP.
 16. Select ADDRESS MANUAL INPUT.
 17. Enter a PROFILE NAME; this name can be any alphanumeric name up to 10 characters long. This name will display in the TRANSMISSION OBJECT window.
 18. Enter the HOST ADDRESS; this is the TCP/IP* address of the FTP host server.
 19. Enter the FILE PASS (path) by entering a backslant. As the FTP software knows where to send the document, a backslant \ is all that is needed.
 20. Enter the LOGIN (username) of the FTP server, up to 47 characters long that may be case sensitive, depending on the setup.
- Example: ftp://USERNAME:password@ftp.konicabt.com/
21. Enter the PASSWORD of the FTP server.
- Example: ftp://username:PASSWORD@ftp.konicabt.com/
22. This is an optional step - Press the PORT NO. Key, the ENTER PORT NO. screen appears. Enter the port number for the FTP server. This step is only needed if the PORT NO. differs from the default that was set in step 5.
 23. Press the [ENTRY] key to register (save) the information that was entered.
 24. The PROFILE NAME will now be displayed in the [SELECT TRANSMISSION OBJECT] screen, select it and press OK.
 25. Insert the document(s) in the RADF or on the PLATEN GLASS to be scanned and select the desired scanning options on the LCD screen and press START.
 26. Download the document(s) using an FTP utility such as [[SmartFTP*| URL <http://www.smartftp.com/download/>]] or [[FTP Surfer*| URL <http://www.whispertech.com/surfer/download.htm>]].
 27. Select a file from the FTP server (remember where you put it) and then download it to the PC. It should now be able to be retrieved and opened.

* Trademark ownership information

Solution ID TAUS0626800EN*

Solution Usage 1

Description

How to isolate Tray 3.

Solution

To isolate Tray 3, perform the following:

1. Access the 25 mode.
2. Touch [Software SW setting] on the touchscreen.
3. Scroll to dipswitch 18-2.
4. Touch [ON (1)] on the touchscreen.
5. Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0627626EN*

Solution Usage 1

Description

Code 56-04 only when the controller is installed.

Solution

CAUSE: An IP511A controller is installed which is not compatible with the model 7155.

SOLUTION: Install the IP511 controller which is the only controller compatible with this machine.

Solution ID TAUS0627642EN*

Solution Usage 1

Description

LT412, J17-01 or J17-08 with paper feeding into the registration area in the main body and timing out.

Solution

CAUSE: The LCT paper conveyance roller bushings and/or the LCT conveyance driven roller bushings are dirty.

Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

SOLUTION: Clean and/or replace the two Paper Feed Shaft Holders/B (p/n 55VA75540) and/or the two Slide Shaft Holders (p/n 25AA75530). If the roller shafts are worn, replace the Paper Conveyance Roller (p/n 13GG40050) and/or the Conveyance Driven Roller (p/n 55VA40170).

SPECIAL NOTE: Solution provided by Brandon Griesinger, PERRY CORPORATION

* Trademark ownership information

Solution ID TAUS0627969EN*

Solution Usage 1

Description

FS110, F77-11 or F77-14 when trying to staple. The first set will be stapled and two or three staples will be put into the paper.

Solution

CAUSE: The home position sensor in the stapler unit has failed

SOLUTION: Swap the stapler with the one in either the front or back to isolate the problem. Replace the failed staple unit (p/n 13QE42411).

SPECIAL NOTE: Solution provided by Brandon Griesinger, PERRY CORPORATION

Solution ID TAUS0628067EN*

Solution Usage 1

Description

J32-03 when simplex copying/printing and exiting face down.

Solution

CAUSE: The Exit Open/Shut gate (p/n 56AA51090) is binding or is damaged.

SOLUTION: Inspect the gate for any binding or damage. Closely inspect the rear side of the gate to insure that the return spring is not missing since the gate is also the actuator for PS42 (paper reverse sensor).

Solution ID TAUS0628119EN*

Solution Usage 1

Description

How to disable automatic centering correction.

Solution

To disable automatic centering, perform the following:

1. Power the copier OFF.
2. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
3. Touch [1: Software SW setting] on the touchscreen.
4. Use the arrow keys to scroll to dipswitch 12-3.
5. Touch [ON (1)], which will disable the automatic centering feature.
6. Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0628158EN*

Solution Usage 1

Description

DF316, constant PLEASE LOAD PAPER IN THE RADF message.

Solution

CAUSE: The front locking part has broken and has fallen down into the RADF, blocking PS311 (ADF open/close).

SOLUTION: Open the DF316 open/shut cover (p/n 13QA41010) and inspect the front locking part. If this part is broken, remove the front cover (p/n 13QA12010) and inspect PS311 for any debris blocking the actuation of PS311. Replace the front locking part (p/n 13QA41090) as necessary.

Solution ID TAUS0628415EN***Solution Usage** 1**Description**

Does the 7155/IP511 use LDAP (Lightweight Directory Access Protocol)?

Solution

LDAP is supported with the 7155/IP511 when using Pagescope* address book..

* Trademark ownership information

Solution ID TAUS0628475EN***Solution Usage** 1**Description**

FS210M, can the finisher be used on the 7155?

Solution

The FS210M (PCUA 960328) finisher, which was recently launched for use with the models 7255/7272, is compatible with the 7155.

Solution ID TAUS0628479EN***Solution Usage** 1**Description**

Part number for the paper tray tabbed dividers backstop extension.

Solution

The paper tray tabbed dividers backstop extension (p/n U193-0010). Please see 7155/7165 Technical Bulletin #7 for details regarding the use of the tabbed dividers backstop extension.

Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0628560EN***Solution Usage** 1**Description**

DF316, how to disable the automatic skew adjustment.

Solution

To disable the automatic skew adjustment, perform the following:

1. Access the 25 mode (hold down the 2 and 5 keys at power up).
2. Select [1] (Software SW setting).
3. Use the arrows to scroll to dipswitch 4-0
4. Press the ON button once. The top of display should now indicate SOFTWARE SWITCH SET MODE 4-0-1
5. Press RETURN, MODE CHANGE and then BASIC SCREEN to return to normal operation.

Solution ID TAUS0628667EN***Solution Usage** 1**Description**

How to set the bypass tray as the priority tray when paper is installed in it.

Solution

To set the paper tray priority, perform the following:

1. Power the copier OFF.
2. Access the Key Operator Mode by pressing the HELP key then touching [KEY OPERATOR MODE] on the touchscreen.
3. Touch [11. Tray auto select setting] on the touchscreen.
4. On the left hand side of the touchscreen, touch to highlight desired tray key, for each tray which is to be automatically detected when ATS/APS functions. If, the tray key is not highlighted it will not be an ATS/APS available tray, nor will it be displayed on the right half of the touchscreen.
5. Tray keys specified as ATS/APS ON will appear on the right half of the touchscreen. Touch to highlight the desired tray key, and then change its priority by using the up-down arrow keys.
6. Touch [OK] on the touchscreen to complete the setting and restore the Key Operator Mode screen.
7. If, no further changes are required, touch [PREVIOUS SCREEN] on the touchscreen to return to the normal mode.

Solution ID TAUS0629316EN***Solution Usage** 1**Description**

FS110, not recognized by the copier.

Solution

CAUSE: Poorly seated finisher interface harness (CN218 on the PRCB), which results in loss of communication between the finisher CB and PRCB.

SOLUTION: To check the finisher interface harness connection, perform the following:

1. Power the copier OFF.
2. Remove the rear cover from the main body.
3. Remove CN218 from the PRCB.
4. Ensure that all pins for CN218 on the PRCB are straight and properly aligned.
5. Inspect CN218 on the wiring harness; ensure that all the wires are properly attached to the connector.
6. Reseat CN218 to the PRCB.

Solution ID TAUS0629318EN*

Solution Usage 1

Description

FS210, not recognized by the copier.

Solution

CAUSE: Poorly seated finisher interface harness (CN218 on the PRCB), which results in loss of communication between the finisher CB and PRCB.

SOLUTION: To check the finisher interface harness connection, perform the following:

1. Power the copier OFF.
2. Remove the rear cover from the main body.
3. Remove CN218 from the PRCB.
4. Ensure that all pins for CN218 on the PRCB are straight and properly aligned.
5. Inspect CN218 on the wiring harness; ensure that all the wires are properly attached to the connector.
6. Reseat CN218 to the PRCB.

Solution ID TAUS0629354EN*

Solution Usage 1

Description

Is there a part number for the Fan attached to the DCPS/1?

Solution

There is not a separate part number for the Fan attached to the DCPS/1.

Solution ID TAUS0630196EN*

Solution Usage 1

Description

How to enable two counts on the total counter for 11x17 paper.

Solution

To enable two counts on total counter for 11x17, perform the following:

1. Access the 25 mode (power the machine ON while down on the 2 and 5 keys).
2. Select [1 Software DIP SW].
3. Select DIP SW 4 using the up/down arrows at the left.
4. Select bit 7 using the up/down arrows on the right.
5. Select ON.
6. Press the PREVIOUS SCREEN button to return to the 25 mode.
7. Power the machine OFF/ON to exit the 25 mode.

Solution ID TAUS0630251EN*

Solution Usage 1

Description

Intermittent PRESS START TO RESTART message and the machine stops feeding paper in the middle of a copy job.

Solution

CAUSE: One of the mylar guide strips located on the paper exit stopper plate is obstructing proper entry of copies into the finisher main exit tray, resulting in improper actuation of the tray upper limit sensor (PS702) and stapler paper exit sensor (PS707), which causes the machine to mistakenly sense that the finisher main exit tray is full.

SOLUTION: Thoroughly inspect the mylar guide strips that are attached to the paper exit stopper plate. Repair any mylar guide strips that are not properly positioned. Replace the paper exit stopper plate (p/n 13QE10100) as necessary.

Solution ID TAUS0630293EN*

Solution Usage 1

Description

00-0 error code during copying mode.

Solution

CAUSE: The T/S corona unit failed.

SOLUTION: Replace the T/S corona unit (p/n 56AA-2605).

Solution ID TAUS0630364EN*

Solution Usage 1

Description

What are the minimum and maximum message sizes that can be set for Scan to E-mail?

Solution

The minimum message size is 1MB and the maximum message size is 10MB.

Solution ID TAUS0630500EN*

Solution Usage 1

Description

Machine stops outputting copies one short of the entered quantity. Usually a J32-01 or J32-09 code is indicated, but occasionally no jam code is displayed.

Solution

CAUSE: Worn or damaged paper exit actuator resulting in improper detection of exiting copies.

SOLUTION: Inspect the paper exit actuator (p/n 56AA53280) and replace as necessary.

Solution ID TAUS0630540EN*

Solution Usage 1

Description

FS110M, can the finisher be used on the 7155?

Solution

The FS110M finisher (PCUA 960327), which was originally launched for use with the models 7255/7272, is compatible with the 7155.

Solution ID TAUS0630567EN*

Solution Usage 1

Description

Part number for the PZ108/PZ109 level 40 EPROM.

Solution

The PZ108/109 level 40 EPROM (p/n PZ108109-40.0).

Solution ID TAUS0630836EN*

Solution Usage 1

Description

Scan to E-mail, FTP or box. The 400/600 DPI settings are grayed out.

Solution

CAUSE: Incorrect settings.

SOLUTION: Go into 25 mode. Switch number 21-7 must be set to 0 to enable 400/600 DPI scanning.

Solution ID TAUS0638684EN*

Solution Usage 1

Description

Uneven exposure on copies made from the platen glass only. Internal test prints have uniform exposure.

Solution

CAUSE: A haze has developed on one of the optical mirrors.

SOLUTION: Thoroughly, clean all optical mirror surfaces along with the underside of the exposure glass and the white reference plate, using a streak free glass cleaner.

Solution ID TAUS0638804EN*

Solution Usage 1

Description

How to reset the jam counter.

Solution

The jam count can be cleared using 47 mode, output 015, mutimode 1. This clears the following data from the main body and KRDS: copy count by size, ADF passage count, jam count, optional parts count, fixed parts count, count by mode, SC count, and jam data of time series.

Solution ID TAUS0638820EN*

Solution Usage 1

Description

How to adjust the time out for ECM.

Solution

The reset time out for ECM follows the Auto Reset Timer, No. 01 of Memory Switch Settings in the Key Operator Mode. To adjust the time out for ECM, perform the following:

1. Press the HELP key on the control panel.
2. Select the KEY OPERATOR MODE.
3. Scroll down once using the down arrow key.
4. Select #13 MEMORY SWITCH SETTINGS.
5. Select #01 AUTO RESET TIMER (This should all ready be highlighted).
6. Select CHANGE SETTING CONTENTS for the desired auto reset time for ECM.

Solution ID TAUS0638903EN*

Solution Usage 1

Description

PU108, intermittent J72-xx or J73-xx during copy process or at power up.

Solution

CAUSE: Photosensor sensitivity out of adjustment.

SOLUTION: To adjust photosensor sensitivity, perform the following:

1. Power the copier OFF.
2. Open the front door of the PU108 and clean the size detect board assembly (p/n 13NK-9610).
3. Remove the access panel on the rear cover of the PU108 to view the finisher CB.
4. Access the 47 mode (power the copier ON, while pressing the 4 and 7 keys).
5. Rotate VR1 clockwise until the corresponding LED goes OFF, and then rotate counterclockwise until the LED goes ON, then 1 graduation past that point.
6. Repeat step 4 for VR2, VR3, VR4, and VR5.
7. Power the copier OFF/ON to return to normal copy mode.

Solution ID TAUS0638914EN*

Solution Usage 1

Description

FS110M, part number for the finisher CB.

Solution

Finisher CB (p/n 14JS-9011).

Solution ID TAUS0639415EN*

Solution Usage 1

Description

The hard drive (HD105) is not recognized by the main body.

Solution

CAUSE: Improper programming of the HD105 isolation dipswitch.

SOLUTION: To disable isolation of the HD105, perform the following:

1. Access the 25 mode.
2. Scroll to dipswitch 18-7. Touch [0] OFF on the touchscreen to disable isolation of the HD105.
3. Power the copier OFF/ON to exit the 25 mode.

SPECIAL NOTE: Solution provided by Sergio Espinoza, Caltronics/dba Dynamics Inc.

Solution ID TAUS0639445EN*

Solution Usage 1

Description

Banner pages are being generated even with all banner selections/options disabled.

Solution

CAUSE: The NIC firmware is corrupted.

SOLUTION: Reset the NIC to factory settings and upgrade to the latest level firmware version. To reset the IP511 NIC to factory settings, perform the following:

1. Power down the IP unit and remove the small rear IP511 cover.
2. Set jumper OP2 to the lower 2 pins (bottom and middle) for factory initialization.
3. Power the IP unit ON and leave it on for five minutes.
4. Power down the IP unit and reset jumper OP2 to the upper 2 pins (upper and middle).
5. Install the rear cover.
6. The card should now be initialized and should print a status page once both the IP unit and the printer have come to a ready state.

Solution ID TAUS0639505EN*

Solution Usage 1

Description

Machine fails to enter the power save mode when the power save button is pressed.

Solution

CAUSE: The power save button has been disabled in the 25 mode.

SOLUTION: To enable the power save button, perform the following:

1. Access the 25 mode.
2. Touch [Software SW] on the touchscreen.
3. Scroll to dipswitch 22-4.
4. Touch [OFF] on the touchscreen to cancel the disable mode.
5. Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0639595EN*

Solution Usage 1

Description

Is the complete drum carriage assembly available as a part?

Solution

Complete drum carriage assembly (p/n 56AA-9900).

Solution ID TAUS0639834EN*

Solution Usage 1

Description

DF316, SC62-04 when using the RADF.

Solution

CAUSE: Conveyance Guide Spring "B" is missing.

SOLUTION: Replace Conveyance Guide Spring "B" (p/n 13QA70790).

Solution ID TAUS0639954EN*

Solution Usage 1

Description

FS110M, staple cartridge redesign prevents the stapler vertical positioning adjustment procedure from being performed using the original stapler position jig (p/n 129XJG011).

Solution

CAUSE: The staple position jig is not compatible with the redesign specifications for the staple cartridge.

SOLUTION: Perform the stapler vertical positioning adjustment procedure using the original-style staple cartridge from a FS110/210 finisher or use the modified stapler position jig (p/n 13QEJG010).

Notes:

1. [[Finisher stapler vertical positioning adjustment|URL http://techweb.konicabt.com/tpm/media/FS_Cartridge.pdf]] procedure.
2. To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[<http://www.adobe.com/products/acrobat/readstep2.html>]| URL <http://www.adobe.com/products/acrobat/readstep2.html>]]

* Trademark ownership information

Solution ID TAUS0639977EN*

Solution Usage 1

Description

FS210, staple cartridge redesign prevents the stapler vertical positioning adjustment procedure from being performed using the original stapler position jig (p/n 129XJG011).

Solution

CAUSE: The staple position jig is not compatible with the redesign specifications for the staple cartridge.

SOLUTION: Perform the stapler vertical positioning adjustment procedure using the original-style staple cartridge from the FS110/FS210 finisher or use the modified stapler position jig (p/n 13QEJG010).

Notes:

1. [[Finisher stapler vertical positioning adjustment|URL http://techweb.konicabt.com/tpm/media/FS_Cartridge.pdf]] procedure.
2. To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[<http://www.adobe.com/products/acrobat/readstep2.html>| URL <http://www.adobe.com/products/acrobat/readstep2.html>]]

* Trademark ownership information

Solution ID TAUS0640113EN*

Solution Usage 1

Description

F80-40 at power up after replacing the finisher CB.

Solution

CAUSE: The FSCB has not been flashed.

SOLUTION: Flash the new FSCB.

Solution ID TAUS0640296EN*

Solution Usage 1

Description

PK120, punch unit not recognized by the main body.

Solution

CAUSE: The PK120 has been isolated via software dipswitch 19-5.

SOLUTION: To enable the PK120, perform the following:

1. Access the 25 mode (power the copier ON while pressing the 2 and 5 keys).
2. Touch [1. Software SW setting] on the touchscreen.
3. Select software dipswitch #19 using the left up/down arrow(s).
4. Set the bit number of the switch to 5 using the middle up arrow(s).
5. Select OFF (0) to enable the PK120.
6. Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0641551EN*

Solution Usage 1

Description

DF316, J62-09 with no visible obstruction or failed sensors in the document feeder.

Solution

CAUSE: Read/conveying roller bushing is seized.

SOLUTION: Replace Read/Conveying roller (p/n 13QA45020) and developing shaft holder/rear (p/n 26NA30650). Lubricate the new bushings before installation.

SPECIAL NOTE: Solution provided by Greg Samuel, MDM BUSINESS TECHNOLOGIES GROUP, INC.

Solution ID TAUS0641725EN*

Solution Usage 1

Description

Can the model 7255/7272 toner be used in the model 7155?

Solution

The toner used in the model 7255/7272 (Item #950564) is the same toner as used in the model 7155.

Solution ID TAUS0641940EN*

Solution Usage 1

Description

FS210M, J72-48 when using the folding mode.

Solution

CAUSE: The folding rollers are glazed over, which results in paper slippage.

SOLUTION: To clean the folding rollers perform the following:

1. Open the front door and cheat the front door interlock switch.
 2. Access the 47 mode, output code 75, P-24-P and press the START key, which will rotate the folding rollers.
 3. Carefully clean the folding roller surface to remove any contamination which is preventing proper gripping of paper during the folding process.
- SPECIAL NOTE: Solution provided by Phillip D'Ayral, KMBS, Miami.

Solution ID TAUS0642493EN*

Solution Usage 1

Description

J32-4 at power up when the finisher is connected.

Solution

CAUSE: The firmware failed.

SOLUTION: Reflash the firmware to the latest version firmware.

Solution ID TAUS0643865EN*

Solution Usage 1

Description

J72-43 when using the finisher and PI110.

Solution

CAUSE: The paper size adjustment had not been performed.

SOLUTION: To adjust the paper sizes for the IP110, perform the following:

1. Access the 36 mode (power the copier OFF/ON, while simultaneously holding the 3 and the 6 keys).
2. Select [6. Finisher adjustment].
3. Select [3. Cover sheet tray size adj.].
4. Cover sheet tray size adj. (upper tray) will be displayed.
5. Place an 8.5x11R paper in the upper tray, and press [START].
6. Complete will be displayed.
7. Press [NEXT].
8. Place an 8.5x11R paper in the lower tray, and press [START].
9. Complete will be displayed.
10. Press [RETURN].
11. Power the copier OFF/ON.

Solution ID TAUS0648843EN*

Solution Usage 1

Description

Toner spilling in the copier. After a developer change machine works properly for 30,000 to 40,000 copies then dumps again.

Solution

CAUSE: The developer is becoming damaged from continuing to run the copier after an out of toner condition. The copier can run 3,000 copies after each time the door is opened and closed. The developer is damaged if toner is not replaced after the first out of toner indication.

SOLUTION: Replace the developer.

Note: Setting DIPSW1 bits 0 - 7 to "OFF" in the 25 service mode limits the copier to 1,500 copies (instead of 3,000 by default) when an out of toner condition is detected.

Solution ID TAUS0648968EN*

Solution Usage 1

Description

SC29-01 every five to ten copies.

Solution

CAUSE: Toner on the TCSB (Toner Control Sensor Board).

SOLUTION: Clean the TCSB with alcohol. Also clean the corona system and the print engine slit glass. Make sure the drum ground and bias connections are sound. Check for 10 ohms or less at these connections when checked with a multimeter. After cleaning and checking these components, clear the SC (Service Counters) and monitor the copier functions. If the code returns, the TCSB (p/n 56AA-9100) should be replaced.

Solution ID TAUS0650859EN*

Solution Usage 1

Description

Unable to enter correct copy quantity.

Solution

CAUSE: Copy limit function is enabled.

SOLUTION: To program the copy quantity limit, perform the following:

1. Access the 25 mode.
 2. Touch [1. Software SW setting] on the touchscreen.
 3. Press the leftmost UP key eight times, until 09 is displayed on the far left of the LCD.
 4. Use the matrix below to determine which value inputs at DIPSW9 (bits 0, 1, 2, and 3 should be entered to select the copy quantity limit desired by the customer):
 5. Use the matrix below to determine which value inputs at DIPSW 9 (bits 4, 5, 6, and 7 should be entered to select the copy quantity limit desired by the customer):
- | | | | |
|----------|----------|----------|---------------------------|
| 9-4 to 0 | 9-5 to 0 | 9-6 to 0 | 9-7 to 0: No limit |
| 9-4 to 1 | 9-5 to 0 | 9-6 to 0 | 9-7 to 0: Copy limit = 1 |
| 9-4 to 0 | 9-5 to 1 | 9-6 to 0 | 9-7 to 0: Copy limit = 3 |
| 9-4 to 1 | 9-5 to 1 | 9-6 to 0 | 9-7 to 0: Copy limit = 5 |
| 9-4 to 0 | 9-5 to 0 | 9-6 to 1 | 9-7 to 0: Copy limit = 9 |
| 9-4 to 1 | 9-5 to 0 | 9-6 to 1 | 9-7 to 0: Copy limit = 10 |
| 9-4 to 0 | 9-5 to 1 | 9-6 to 1 | 9-7 to 0: Copy limit = 20 |
| 9-4 to 1 | 9-5 to 1 | 9-6 to 1 | 9-7 to 0: Copy limit = 30 |
| 9-4 to 0 | 9-5 to 0 | 9-6 to 0 | 9-7 to 1: Copy limit = 50 |
| 9-4 to 1 | 9-5 to 0 | 9-6 to 0 | 9-7 to 1: Copy limit = 99 |
6. Touch the ON/OFF key to input the desired setting of 0 (OFF), or 1 (ON) for bit location 4.
 7. Scroll to bit 5.
 - 8 Repeat the procedure in steps 6 and 7 for dipswitches 9-5, 9-6, 9-7.
 9. Touch [RETURN] on the touchscreen.
 10. Touch [MODE CHANGE] on the touchscreen.
 11. Touch [EXIT] on the touchscreen to return to the normal mode.

Solution ID TAUS0651562EN*

Solution Usage 1

Description

Microsoft®-certified printer drivers - PCL, PostScript, PostScript (P)and PostScript (V).

Solution

The Konica Minolta Microsoft®-certified printer driverscan bedownloaded fromthe Konica Minolta Download Selector. Access the Selector from theKMBS public site (<http://www.kmbs.konicaminolta.us>) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

These drivers will be shown as a WHQL (W indows H ardware Q uality L abs)Download. Access the Download Selector and type WHQL in [Find downloads:],then click on Search->.

Solution ID TAUS0652428EN*

Solution Usage 1

Description

J31-01 during multiple copying.

Solution

CAUSE: The registration clutch (MC1) is slipping.

SOLUTION: Clean or replace MC1 (p/n 56AA82010).

Solution ID TAUS0652499EN*

Solution Usage 1

Description

The hard drive can not be accessed.

Solution

CAUSE: Incorrect 25 mode dipswitch settings.

SOLUTION: Set the following 25 mode dipswitches to access the hard drive:

DIPSW	VALUE
2-0	1
8-7	0
18-7	0

Solution ID TAUS0653091EN*

Solution Usage 1

Description

Changes made to copier initial settings (in key op mode) are lost after the panel reset button is pressed. The settings revert to the factory defaults.

Solution

CAUSE: Incorrect memory switch setting.

SOLUTION: To retain copier initial settings, perform the following:

1. Enter key op mode.
2. Go to memory switch setting.
3. Change memory switch 2 to "initial setting."
4. Return to key op mode.
5. Go to copier initial setting and make desired changes.
6. Exit key op mode.

Solution ID TAUS0655338EN*

Solution Usage 1

Description

False J17-10 during copy mode.

Solution

CAUSE: The ADU DB or PS44 (registration) failed.

SOLUTION: To check PS44, perform the following:

1. Access the 47 multimode (power the machine ON while holding down on the 4 and 7 keys), input code 23, press P-3-P.
2. Actuate PS44 and watch for a change of state at the control panel.
3. If there is no change of state, replace PS44 (p/n 08AA85510). If there is a change of state, replace the ADU DB (p/n 56AA-9040).

Solution ID TAUS0700244EN*

Solution Usage 1

Description

How to determine what version of Sun Java™ is installed on a Microsoft® Windows workstation.

Solution

To determine what version of Sun Java™ is installed, perform the following:

1. From a command prompt type:java -version
2. Press Enter.
3. The version of Sun Java™ will be indicated. If the command is not recognized then Sun Java™ is not installed.

Solution ID TAUS0702888EN*

Solution Usage 1

Description

How to print to a printer on a Microsoft® Windows XP PC from a Macintosh® running OS version 10.4.x.

Solution

Please perform the step-by-step procedure mentioned in the attached document.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
<http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0703071EN*

Solution Usage 1

Description

"Press start to restart" message when the print key is pressed. The jamcounter shows J00-00 and SC53-01 may also be indicated.

Solution

CAUSE: Obstruction, such as a melted transparency, is causing the lower fuser roller to bind.

SOLUTION: Clear the obstruction to free the fuser rollers.

SPECIAL NOTE : Solution provided by Rich Tapia, Astro Business Technologies.

Solution ID TAUS0602716EN*

Solution Usage 0

Description

What is the part number for the paper exit tray?

Solution

The paper exit tray comes in two pieces, paper exit tray/1 (p/n 40AA12121) and paper exit tray/2 (p/n 40AA12130).

Description

How to submit a file for a current installation or pre-sales printer test in a Microsoft* Windows or Macintosh* environment.

Solution

To submit a file for a current installation or pre-sales printer test in a Windows or Macintosh environment, perform the following:

1. Provide the product's current print driver to the customer.
2. Have the customer configure the job as they would like it printed and print the job to a file. This will eliminate the need for NSSG to have a copy of the specific application and will save time trying to determine how the document is supposed to be formatted for printing.
Note: Most applications have a 'print to file' option.
3. Have a SRF (Service Request Form) filled out by contacting the NSSG Hotline. In NSSG's continuing review of support processes, the method of requesting advanced levels of support have been redefined. NSSG no longer requires that a SRF form be filled out by the technician and faxed. Instead, to streamline the process and reduce the process time, NSSG will now take all the information live on the phone at the Contact Center. Contact Center Engineers are responsible for providing troubleshooting support. Most calls are resolved with only one call, but in the event that several calls have been made and the problem remains open, the Engineer will start the on-site support process by assisting the caller with the Support Request Form (SRF). SRFs are also used for Complex Installation Support, Application Support, Enhanced Application Support, Enterprise Print Consulting and Workshops. The Contact Center number is 800-825-5664. Use the assigned NSSG User ID for access and the Support Engineer will be happy to assist complete the SRF.
4. If a file capture directly from the IP511 is required by the test lab, use the following procedure:
Prerequisite: Must have experience with DOS
Note: Brackets {} denote data to be input on laptop, brackets are not actually inputted.
 - a. Scan something into the 7155/7165 mailbox on the copier. This will create a subdirectory called 7155/7165 in the C:\Scan subdirectory of the IP511.
 - b. Power down the system with the main power switch in the left rear of the copier.
 - c. Connect a workstation/laptop ComX port to the service port on the IP511 with a 9-pin Null Modem cable.
 - d. Run Hyper Terminal, Baud {9600}, Data Bits {8}, Parity {None}, Stop bits {1}, Flow Control {none}.
 - e. Power up the main power button on the 7155/7165. Hyper terminal will display boot up sequence of the IP511. A status page is generated after several minutes.
 - f. On the Workstation, press the ENTER key to get a prompt in HyperTerminal.
 - g. At the prompt type {IOCFil=1} and press ENTER. THIS IS CASE SENSITIVE. At this point all jobs which are printed will have a print file saved in the spool directory.
 - h. When done printing all the jobs needed to capture, power down by way of the main power switch and power back up.
 - i. From the laptop cause the IP511 to boot into the DOS service mode by pressing "k" and "a" separately during the extended memory count up.
 - j. From the DOS prompt move all of the captured files from the spool directory to the 7155/7165 directory which were created in step 1.
 - k. Power cycle the 7155/7165 and allow the IP511 to boot normally and generate the status page.
 - l. When system has come to ready, use Scantrip on any workstation on the network to grab the spooled print files from the 7155/7165 mailbox.

* Trademark ownership information

Description

When attempting to scan multiple pages into OmniPage Pro 11, one of the following issues may occur:

1. A dialog with the message, "Scanner Error" appears.
2. Inability to scan from the ADF scanner into OmniPage Pro 11.
3. When attempting to scan multipage document, only two pages scan, the rest of the pages feed through the ADF feeder without scanning.

Solution

CAUSE: An update must be installed. This update will include two separate patches and each patch will require a separate installation. These updates will enable the ability to scan multiple pages via the Automatic Document Feeder.

SOLUTION: To install the updates, perform the following:

1. Print out and review the entire instructions below prior to downloading the update.
2. The installation of these updates may require the OmniPage Pro 11 installation CD.
3. If it has not already been done, download the update by opening OmniPage Pro 11 and clicking Help ScanSoft on the Web Get Latest Update. Or go to the OmniPage Download page and select the appropriate operating system to access the patches.
4. Save the files to an easily accessed location on the computer, such as the desktop.
5. Exit out of OmniPage and any other applications running on your system.
6. Install each patch, one at a time, by clicking on the EXE file.
7. When the patch has completed installation, restart the computer.
8. Once the installation of the first patch is complete and the system has rebooted, then install the second patch, and restart the computer.
9. Once both of these patches are installed, follow the steps below to configure OmniPage Pro 11 to work the scanner.

Note: If scanner issues have been experienced and Technical Support has instructed to change the configuration settings for the scanner, these changes may be lost after downloading the update. Please contact Technical Support should any questions arise.

SCANNER CONFIGURATION

1. Open OmniPage.
2. Go to Tools Options Scanner.
3. Click on the "Setup" button. This will launch the Scanner Setup Wizard.
4. Choose "Select scanning source".
5. Select the TWAIN or WIA on TWAIN driver from the list. If selecting a WIA driver, click on "Other Drivers". Select "WIA", and then click on "OK".
6. Select "Yes" to run the tests.
7. The wizard prompts to test that OmniPage Pro 11 can connect to your scanner.

8. When receiving a confirmation that OmniPage Pro 11 connected successfully to the scanner, click Next, to continue.
 9. The wizard prompts to let you know that it is preparing to do a sample scan.
 10. It is recommended to check the "Skip Test" check box. The new patch or patches, that have installed, will contain the configuration information for the scanner, so testing is not necessary.
 11. Select the type of scanner. After installing the patches, the Flatbed with ADF checkbox options should be checked. This should be automatically detected, but if not, place a check in the box overriding the setting.
 12. A confirmation appears that it has completed the first stage of the scanner setup.
 13. The scanner will now proceed through three test scans: black and white, color, and grayscale. As stated previously, it is recommended to click on the "Skip Test" check box for each of the tests.
 14. Click on "Finish". The scanner is set up by the Scanner Wizard. Make sure to click on the Finish button, otherwise the hint file will not be updated to reflect the changes configured by running the Scanner Wizard. Multiple pages can now be scanned into OmniPage Pro 11.
- Note: If using the Windows* NT operating system, have the Text-To-Speech engine installed before the installation of the patches. In case the speech engine is not installed, install it manually following these steps:
- a. Shut down all Windows programs. This is accomplished in Task Manager under the Applications tab.
 - b. Open Windows Explorer and browse to the following location on the OmniPage Pro 11 installation CD: OmniPage\TTS. Four files will be displayed that need to be run: lhttseng.exe; lhttsua.exe; msagent.exe; spchapi.exe.
 - c. Double-click the EXE file and follow the instructions.
 - d. Restart the system.

REFERENCE

ScanSoft* OmniPage Pro 11 User's Guide

Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0617232EN*

Solution Usage 0

Description

Introductory information, 7155.

Solution

7155/7165 Introduction InfoSource .

Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0617317EN*

Solution Usage 0

Description

Is the ISW Trns utility compatible with Microsoft* Windows ME, NT, 2000 or XP?

Solution

The ISW Trns utility version 3.40e or later is compatible with Windows ME, NT, 2000 or XP. The latest version ISW program is located on the Konica FTP site .

* Trademark ownership information

Solution ID TAUS0618251EN*

Solution Usage 0

Description

How to enable/disable job offset.

Solution

To enable/disable job offset, perform the following:

1. Press the HELP key.
2. Press Key Operator Mode which is displayed on the touchscreen.
3. Touch the down-arrow on the lower left corner of the touchscreen.
4. Touch [13 Memory switch setting] on the touchscreen.
5. Touch the down-arrow on the lower left of the touchscreen three (3) times.
6. Touch the down-arrow on the right side of the touchscreen (5) times. The highlighted indication will shift to [20 JOB offset operating] and the current setting will be displayed on the touchscreen.
7. Touch [Change Setting Contents] on the lower middle of the touchscreen until the desired setting is displayed. The setting choices available are [OFF], which is the default setting or ON.
8. Press RETURN on the touchscreen a couple of times to return to normal mode.

Solution ID TAUS0618301EN*

Solution Usage 0

Description

FS110, SC70-02 at power up.

Solution

CAUSE: The FS110 control board has failed.

SOLUTION: Reseat all connections on the finisher control board. Replace the FS110 control board as needed (p/n 13QE-9010).

Solution ID TAUS0618977EN*

Solution Usage 0

Description

Cannot retrieve a document previously scanned to the hard drive (HD105).

Solution

CAUSE: The scanned document has become corrupt.

SOLUTION: Rescan the original document and verify it can be retrieved.

SPECIAL NOTE: Solution provided by Phillip d'Ayral, KBT Miami.

Solution ID TAUS0619064EN*

Solution Usage 0

Description

SC49-66 at power up.

Solution

CAUSE: The additional E-RDH memory added to the image CB expansion slot is not seated correctly or is faulty.

SOLUTION: Remove the memory module and verify proper machine operation. Install the memory module and power ON the machine. If the code persists, replace the memory module.

Solution ID TAUS0619270EN*

Solution Usage 0

Description

FS210, what is the paper weight specification for stapling?

Solution

The paper weight specification for stapling is 16lbs to 24lbs.

Solution ID TAUS0619272EN*

Solution Usage 0

Description

FS210, is three-hole punch and staple (together) available?

Solution

The finisher will punch and staple in unison.

Solution ID TAUS0619339EN*

Solution Usage 0

Description

FS210, F77-04 after the copy exits.

Solution

CAUSE: The stacker coupling gear is damaged.

SOLUTION: Replace the coupling gear (p/n 129U77041).

Solution ID TAUS0619654EN*

Solution Usage 0

Description

LT402 compatibility.

Solution

There are two different LT402 products. The LT402 (Item #950958) is compatible with the 7155/7165/7085. LT402 (Item #950557) is compatible with the 7155/7165 products only.

Notes:

1. Serial Number cut-in:
 - a. Current type - For use with 7155/7165 only is S/N 13RK00811 and below
 - b. Later type - For use with 7155, 7165 and 7085 is S/N 13RK00812 and above
2. Outer Carton Marking:

A Blue Dot attached at the right top corner of the Data Label indicates the Later type LT. Cartons with no Blue Dot are to be considered as containing the Current type LT.

Solution ID TAUS0620197EN*

Solution Usage 0

Description

FS210, static buildup in the finisher is causing the copies to mis-staple.

Solution

CAUSE: The old-style neutralizing brush is installed.

SOLUTION: Install the new-style neutralizing brush (p/n 13NK50220).

Solution ID TAUS0620245EN*

Solution Usage 0

Description

When performing a Scan to E-mail, the time listed on the transmitted E-mail is not correct and is always a few hours off.

Solution

CAUSE: The Time Difference setting within Key-Ope mode is not set correctly.

SOLUTION: To set the System Time, perform the following:

1. Enter the Key Operator mode by pressing the Help key while in Copy Mode.
2. In the lower left corner of the LCD, select Key-Ope mode.
3. Press System Initial Setting.
4. Press Date & Time Setting.
5. Input local time under Setting Time.
6. Select Diff. Time Setting.
7. Input the difference in the local time from Greenwich Mean Time (GMT). For example, Eastern Time Zone is -0500 hours from GMT.
8. Save settings by pressing OK twice and then Return twice. Verify proper operation.

Solution ID TAUS0620336EN*

Solution Usage 0

Description

FS210, the ISW utility is not recognizing the finisher, resulting in the inability to upgrade the firmware.

Solution

CAUSE: The dipswitches on the finisher CB are set incorrectly.

SOLUTION: Ensure the dipswitches on the FSCB SW1 are set to ON, OFF, ON, OFF (left to right).

Solution ID TAUS0620574EN*

Solution Usage 0

Description

False misfeeds in the vertical conveyance.

Solution

CAUSE: The mylar shields on sensors become unglued causing the sensor flag to hang.

SOLUTION: Replace the mylar shields. Regluing the shields does not work.

Note: The sensor assembly (p/n 56AA-4550) must be ordered to replace the mylars. The mylar does not have a unique part number.

SPECIAL NOTE: Solution provided by Randall Sea, KBT Houston

Solution ID TAUS0620578EN*

Solution Usage 0

Description

DF316, RADF is stuck on platen glass and is hard to open.

Solution

CAUSE: There is a vacuum being created between the original holder plate and the platen glass.

SOLUTION: To keep airspace between the platen glass and original holder plate, attach the high-density polyethylene sheet (p/n 13PA1045) to the RADF as outlined in Technical Notice T20020162A0 .

Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0620714EN*

Solution Usage 0

Description

FS110, part number for stacker entrance motor (M713) which is not listed in the FS110/210 part manual.

Solution

Stacker entrance motor (p/n 12WM80030).

Solution ID TAUS0620834EN*

Solution Usage 0

Description

The developer agitating shaft is not listed in the parts manual.

Solution

The developer agitator shaft is not available as a separate item. A new-style developing unit (p/n 56AA-3002) should be ordered. This new-style developing unit has a reinforced agitating shaft.

Solution ID TAUS0620942EN*

Solution Usage 0

Description

PZ108, J72-63.

Solution

CAUSE: The jam release spring tension is not strong enough.

SOLUTION: Increase the spring tension on the jam release springs (p/n 13NQ45330 and p/n 13NQ45340).

Solution ID TAUS0621036EN*

Solution Usage 0

Description

LT402, correct paper sizes not available in 25 mode.

Solution

CAUSE: The destination software dipperswitches are incorrectly set.

SOLUTION: To program the machine for inch size paper, perform the following:

1. Power the copier OFF.
2. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
3. Touch [1: Software SW setting] on the touchscreen.
4. Touch the left up-arrow three (3) times.
5. Verify that 4-0 is displayed. Use the right up/down arrows until 4-2 is displayed.
6. Touch [ON] (1)
7. Touch the right up/down arrow one (1) time (4-3 will be displayed).
8. Touch [OFF] (0).

Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0621326EN*

Solution Usage 0

Description

Bluetooth* wireless printing available.

Solution

Konica Minolta recommends ANYCOM Bluetooth Products. Bluetooth wireless printing users have the ability to print high quality images from laptops, tablets, PDAs or desktop PCs without the need for line-of-sight from up to 30-100 feet away.

A Bluetooth [\[\[PC Card|URL http://techweb.konicabt.com/tpm/media/AnyCom_PC_Card.pdf\]\]](http://techweb.konicabt.com/tpm/media/AnyCom_PC_Card.pdf) or [\[\[USB adapter|URL http://techweb.konicabt.com/tpm/media/AnyCom_USB_adapt.pdf\]\]](http://techweb.konicabt.com/tpm/media/AnyCom_USB_adapt.pdf) is installed as the transmitting device on the laptop, tablet, PDA or desktop PC and a [\[\[Printer Module|URL http://techweb.konicabt.com/tpm/media/AnyCom_Printer_adapt.pdf\]\]](http://techweb.konicabt.com/tpm/media/AnyCom_Printer_adapt.pdf) (receiver) is installed on the parallel port of the print device. Using standard printer drivers, print jobs may be sent directly to the printer from these devices.

Bluetooth is the ideal solution for mobile professionals or the business traveler, allowing them to print to virtually any printer with a parallel port. Bluetooth can also be a huge convenience for print-for-pay customers when time is of the essence. Vendors providing print-for-pay services can equip a printer with the

printer module and either loan the USB or PC Card adapter to the customer, or allow them to purchase the adapters. This eliminates the inconvenience of having to save to floppy disk or CD-R, the potential for viruses and associated cost when using rental PCs, and the need to wait in line during peak periods to use these services. It also eliminates formatting problems that can be encountered when using different versions of word processing and spreadsheet programs.

Notes:

1. Bluetooth print devices use a standard Centronics* interface. Certain external print controllers utilize a DB25 interface. A DB25-to-Centronics adapter is required for Bluetooth printing on these devices and must be purchased from a third- party supplier.
2. To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0621347EN*

Solution Usage 0

Description

Key Counter now available as an Item Number.

Solution

See Info Source Bulletin #20a-03 for details.

Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0621372EN*

Solution Usage 0

Description

Peripheral compatibility, 7155.

Solution

Refer to 7155/7165 Technical Bulletin #6a .

Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0621583EN*

Solution Usage 0

Description

DF316, when aligning an original (paper, book, etc.) on the platen glass, if the operator lowers the RADF while withdrawing his/her hand, the edge of the front cover may scrape a finger or the back of the hand .

Solution

CAUSE: The front cover edge is sharp enough to cause a minor injury.

SOLUTION: The front cover edge has been modified to correct this problem at the following main body serial number cut-ins:

Model	Serial Number
7155	56EE05007
7165	56AE03680

Note: To prevent it on units already installed in the field, install one or more pieces of masking tape longitudinally to cover the joint where the two cover sections meet.

Solution ID TAUS0621705EN*

Solution Usage 0

Description

FS110, paper misalignment in staple mode.

Solution

CAUSE: Copies conveyed into the stapler unit stacker are misaligned when the stapler unit pushes the stacked copies upward into stapling position against the clincher portion of the unit.

SOLUTION: Two mylar strips have been added to the middle guide plate to position the copies to be stapled higher into the stacker. As they are received, the copies are now better aligned with the clincher, which, by reducing the upward movement of the copies during the stapling operation, minimizes the chance for misalignment.

In addition, the diameter of the pin that secures the rocking pulley has been reduced to prevent copies from shifting should they come in contact with belt/J. This modification has been installed in production machines beginning with serial number 13QE15997. For machines below this serial number, install the modification if stapled copies appear to be misaligned.

Refer to FS110/210 Technical Bulletin #3 for more details.

Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information .

Solution ID TAUS0621729EN*

Solution Usage 0

Description

How to print a 12x18 inch Microsoft* Word document on 12x18 inch paper using the Visual PostScript* driver.

Solution

The following requirements must be met before trying to print using a 12x18 inch document:

1. The Visual PostScript driver version 8.0.0.0 must be installed.
2. The LT412 (LCT) must be installed on the 7155/7165 printer.

Note: This is a requirement if running thick stock/postcard-type stock. Please remember to check the specification for the printer as it relates to the paper thickness the printer will allow.

3. The mainbody printer must be at level 35 for Control and 50 for Image. The IP511system code must be at 6.0.0d These were the levels and version used for the test.
4. The LCT must be adjusted to hold 12x18 paper.
5. The paper tray setting on the printer must be configured for non-standard paper. Use the following method to make the changes:
 - a. Press the "HELP" button on the operator panel.
 - b. Select "Key Operator Mode" on the LCD display.
 - c. Select "6" on the displayed choices.
 - d. Select the "LCT".
 - e. Select "Special Size" Setting.
 - f. Select "Non Std. Size".
 - g. Input the following numbers for the size of the paper:
 - 299 for the first setting (width)
 - 457 for the second setting (length)
 - h. Press "OK".
 - i. Press "Return". The paper tray will now display "SPECIAL" as the paper size.

Note: The print job will exit only to the top output tray because non-standard paper is being used.

PostScript VISUAL DRIVER VERSION 8.0.0.0 SPECIAL SETTINGS

1. From within the Microsoft Word document, select "File", then Select "Print". The driver settings will be displayed.
2. Select "Properties", then "Setup". Tab will be the default tab.
3. Make the following changes, and only these changes:
 - a. "Original Paper" selection must be changed to "Custom Size".
 - b. A Window will open. Input these values in millimeters.
 - 2990 for the width
 - 4572 for the length.
 - c. The Output Tray Setting will Change to "Custom Size" as a result of the settings input above.
 - d. Change the Source to Tray 4.
 - e. The printer is now properly configured to print from a 12x18 original to 12x18 paper in the LCT.

Note: Run a few test pages to remove toner traces from the paper and from the fuser rollers. This is due to the wider than normal paper size.

* Trademark ownership information

Solution ID TAUS0621743EN*

Solution Usage 0

Description

How to print using the web utility.

Solution

To print using the web utility, perform the following:

1. Open the web browser on the PC and clear the command line.
2. Type the TCP/IP* address of the NIC/printer that you want to receive the print job.
3. 'Web Utilities Version 3' will be indicated on the monitor display.
4. Click on the 'Network Setup' button and then click on 'Network Print Options'.
5. Select the file to be printed.

Note: The files must be printer ready files such as TXT or PRN files (not TIF or PDF files). Browse to the file. The file can be a local file or from a remote server.

6. Type 'sysadm' in lowercase as the password.

Note: If sending a PRN file, it will select the various print options selected in the driver.

* Trademark ownership information

Solution ID TAUS0621747EN*

Solution Usage 0

Description

How to FTP print via the internal NIC card.

Solution

Prerequisites: The NIC card must be at least ver.6.29c and only FTP via the DOS command prompt works.

To FTP print, perform the following:

1. From a workstation on the network, select the DOS command prompt screen and go to the DOS prompt.
 2. Type "ftp" and [enter].
 3. Type "open" followed by a [space], then the TCP/IP* address of the NIC where the file is to be sent, then press [enter].
 4. The system will respond with "User TCP/IP address of the device: (none)".
 5. Type PORT1 and [enter]. The response will be "230 User name Okay, logged in."
- ftp
6. Type lcd and [enter]. The system will respond with "Local directory now C:\".
- ftp
7. Type "put" (space) (The file name and extension of the file you want to print) [enter].
 8. The file will print immediately. The display should indicate "200 Port command OK."
- 150 About to open connection.
226 file transferred.

Note: The file must be located on the workstation drive and must be one of the following types: TXT, PRN, PCL* or PS. Only these file types are printer-ready files and will print correctly.

* Trademark ownership information

Solution ID TAUS0621842EN*

Solution Usage 0

Description

Unable to access the print screen from the operation panel.

Solution

CAUSE: Incorrect setting of software dipswitch 30-6.

SOLUTION: To resolve, perform the following:

1. Access the 25 mode (hold down the 2 and 5 keys at power up).
2. Select [1] (Software SW setting).
3. Use the arrows to scroll to dipswitch 30-6.
4. Press the OFF button once. The top of display should now indicate SOFTWARE SWITCH SET MODE 30-6:0.
5. Press RETURN, MODE CHANGE and then BASIC SCREEN to return to normal operation.

Solution ID TAUS0621852EN*

Solution Usage 0

Description

SC46-06 when installing the 256MB memory module (Item #950588, MU-303) in the E-RDH.

Solution

CAUSE: Some memory in stock was identified as being defective and has been removed from stock.

SOLUTION: Please contact the memory supplier for return procedures.

Solution ID TAUS0622042EN*

Solution Usage 0

Description

SC29-04 during warm up.

Solution

CAUSE: Paper is stuck between the cleaning unit and the drum causing an incorrect Y-adjustment.

SOLUTION: Remove the paper.

Note: Due to the location of the paper, the drum may have been damaged. Replace as necessary.

Solution ID TAUS0622170EN*

Solution Usage 0

Description

Tandem printing information.

Solution

Tandem printing requires only (1) IP511. Tandem printing will effectively allow for up to 130ppm output with 2 connected 7165s. In addition because the FORCE 65 utilizes the exact same controller, now two FORCE print-only products can also be connected for tandem print. Backoffice and datacenter

environments can now take advantage of higher speeds for printing of invoices, statements and reports. The tandem print feature has never been easier to use. Once both engines are connected, it is as simple as turning on tandem print mode within the standard Visual PCL* or PostScript driver. Tandem will split any job of 4 sets or more, and in the unlikely event that the engine jams, automatic redundancy is available to send the remaining pages to the other engine. Refer to the InfoSource Bulletin for more details.

Notes:

1. Ensure IP system software and main body firmware are up-to-date. The latest software/firmware can be downloaded from the [[Konica FTP site| URL ftp://kbtldigital:kx15@ftp.konicabt.com]].
2. To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0622173EN*

Solution Usage 0

Description

Job spooler and IP Connexion Web Utility expanded functionality.

Solution

With the most current system software installed, the Job Spooler and IP Connexion Web Utility have expanded functionality. The latest software/firmware/printer drivers can be downloaded from the [[Konica FTP site| URL ftp://kbtldigital:kx15@ftp.konicabt.com]].

Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0622178EN*

Solution Usage 0

Description

What is the Direct Network Print option?

Solution

The Network print option allows print jobs to be submitted directly to the IP511 print controller from the IP Connexion web utility. The job to be submitted must be in a print-ready format in order to be printed. This can be a .TXT file, or a print job that has been saved in a .PRN format. These jobs can reside locally or can be browsed to on a network.

Solution ID TAUS0622263EN*

Solution Usage 0

Description

Lines on the operation panel touchscreen.

Solution

CAUSE: The touch key board has failed.

SOLUTION: Reseat all connections on the operation panel, indication board and the touch key board. If needed, replace the touch key board (p/n 56AA87550).

Solution ID TAUS0622361EN*

Solution Usage 0

Description

SC49-05 when powered ON or after a period of time with an IP511 installed.

Solution

CAUSE: The cooling fan motor in the IP511 has failed.

SOLUTION: Replace the cooling fan (p/n 13RN80520).

Notes:

1. Using standard parts ordering procedure, fill out a separate B-439 for each IP511 affected. Make sure that the IP serial number is on the form.
2. IP511 S/N information
3. Fan installation/modification procedure
4. To view the PDFs, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0622372EN*

Solution Usage 0

Description

The fuser jam release lever breaks.

Solution

CAUSE: When large volume jobs are continuously printed or if the temperature setting provided by 25 mode, dipswitches 19-1, 19-2, 19-3, is too high, the material used to manufacture the jam release lever can deteriorate and break during operating conditions.

SOLUTION: The lever material has been changed to a new type that will provide 30-degree higher heat resistance than the old type. The old type has PC+ABS PBT 7155/7165/FORCE 65 Technical Bulletin #9 for additional information.

Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0622393EN* **Solution Usage** 0

Description

When browsing to the main body NIC and selecting the environment setup to EKC function settings, a 'login' window requires a user name and password. What is the user name and password?

Solution

The user name is 'ekc'. The password is the 8-digit ECM master key code.

Solution ID TAUS0622411EN* **Solution Usage** 0

Description

What is the part number for the Paper Exit Open/Shut Spring?

Solution

Paper Exit Open/Shut Spring (p/n 56AA51380).

Solution ID TAUS0622701EN* **Solution Usage** 0

Description

Code 17-0 from the E-mail alert system.

Solution

CAUSE: Right side cover is open.

SOLUTION: Please close right side cover.

Solution ID TAUS0622703EN* **Solution Usage** 0

Description

Code 19-0 from the E-mail alert system.

Solution

CAUSE: LCT door is open.

SOLUTION: Please close LCT front door.

Solution ID TAUS0622712EN* **Solution Usage** 0

Description

When using Adobe* Acrobat* Pro version 6x, DG DAT MSG OUT OF EXPECTED SEQUENCE message while attempting to retrieve .tif files from the network scanner using the Konica Minolta TWAIN driver version 1.04. After this message, only the first page of a multiple page file is retrieved.

Solution

CAUSE: Early version Konica Minolta TWAIN network scanner driver is installed.

SOLUTION: Use minimum version 1.11 Konica Minolta TWAIN driver (the latest version is recommended). The driver can be downloaded from the Konica Minolta FTP site or from the [\[\[Konica Minolta website driver database| URL http://kmbs.konicaminolta.us/eprise/main/KMBS/Support_Center/Home\]\]](http://kmbs.konicaminolta.us/eprise/main/KMBS/Support_Center/Home). When installed, this driver will replace the currently installed TWAIN driver on the Microsoft* Windows workstation.

Trademark ownership information

Solution ID TAUS0622741EN***Solution Usage** 0**Description**

LT412 compatibility.

Solution

There are two different LT412 products. The current type can be installed on the 7155/7165, while the later version LT can be installed on the 7155, 7165 and 7085.

Notes:

1. Serial Number cut-in:
 - a. Current type - For use with 7155/7165 only is S/N 13RF00251 and below
 - b. Later type - For use with 7155, 7165 and 7085 is S/N 13RF00252 and above
2. Outer Carton Marking:

A Blue Dot attached at the right top corner of the Data Label indicates the Later type LT. Cartons with no Blue Dot are to be considered as containing the Current type LT.

Solution ID TAUS0622783EN***Solution Usage** 0**Description**

Code 17-0 from the E-mail alert system.

Solution

CAUSE: Right side cover is open.

SOLUTION: Please close right side cover.

Solution ID TAUS0622785EN***Solution Usage** 0**Description**

Code 19-0 from the E-mail alert system.

Solution

CAUSE: LCT door is open.

SOLUTION: Please close LCT front door.

Solution ID TAUS0622787EN***Solution Usage** 0**Description**

Code 51-0 from the E-mail alert system.

Solution

CAUSE: Front door is open.

SOLUTION: Please close front door.

Solution ID TAUS0622789EN***Solution Usage** 0**Description**

Code 61-0 from the E-mail alert system.

Solution

CAUSE: RADF cover is open.

SOLUTION: Please close RADF cover.

Solution ID TAUS0622791EN***Solution Usage** 0**Description**

Code 64-0 from the E-mail alert system.

Solution

CAUSE: Original is left in document feeder.

SOLUTION: Remove paper from ADF.

Solution ID	TAUS0622793EN*	Solution Usage	0
Description			
Code 68-0 from the E-mail alert system.			
Solution			
CAUSE: Special error has occurred.			
SOLUTION: Reload 1 original (s) and set again, then press start.			
Solution ID	TAUS0622795EN*	Solution Usage	0
Description			
Code 69-0 from the E-mail alert system.			
Solution			
CAUSE: Original misfeed.			
SOLUTION: Open RADF cover and reload originals.			
Solution ID	TAUS0622797EN*	Solution Usage	0
Description			
Code 71-0 from the E-mail alert system.			
Solution			
CAUSE: Finisher door is open.			
SOLUTION: Please close finisher door.			
Solution ID	TAUS0622799EN*	Solution Usage	0
Description			
Code 71-7 from the E-mail alert system.			
Solution			
PROBABLE CAUSES:			
1. PI unit top cover is open. Please close finisher top cover.			
2. Punch trash box is not installed. Please set trash basket to trimmer.			
Solution ID	TAUS0622801EN*	Solution Usage	0
Description			
Code 74-0 from the E-mail alert system.			
Solution			
CAUSE: Paper remains at finisher main tray paper exit opening.			
SOLUTION: Remove the paper from main tray exit position.			
Solution ID	TAUS0622803EN*	Solution Usage	0
Description			
Code 74-1 from the E-mail alert system.			
Solution			
CAUSE: Booklet tray is full.			
SOLUTION: Remove the paper from bottom exit of the finisher.			
Solution ID	TAUS0622806EN*	Solution Usage	0
Description			

Code 74-4 from the E-mail alert system.

Solution

CAUSE: Paper remains inside finisher.

SOLUTION: Please remove copies from the finisher.

Solution ID TAUS0622807EN*

Solution Usage 0

Description

Code 74-5 from the E-mail alert system.

Solution

CAUSE: Punch trash box is full.

SOLUTION: Trash basket of punching unit is full. Please empty trash basket.

Solution ID TAUS0622811EN*

Solution Usage 0

Description

Code 74-6 from the E-mail alert system.

Solution

CAUSE: Sub-tray (first tray) is full.

SOLUTION: Sub tray is full. Please remove paper.

Solution ID TAUS0622813EN*

Solution Usage 0

Description

Code 76-0 from the E-mail alert system.

Solution

CAUSE: Stapler is empty.

SOLUTION: Pull out finisher stacker and replace staples of front stapler.

Solution ID TAUS0622816EN*

Solution Usage 0

Description

Code 76-1 from the E-mail alert system.

Solution

CAUSE: Stapler should be checked.

SOLUTION: Pull out finisher stacker and check stapler.

Solution ID TAUS0622818EN*

Solution Usage 0

Description

Code 81-0 from the E-mail alert system.

Solution

CAUSE: Key counter is not installed.

SOLUTION: [Please insert key counter] or [Please insert coin].

Note: When Dipsw 9-1=0, alert code is not transferred.

Solution ID TAUS0622820EN*

Solution Usage 0

Description

Code 82-1 from the E-mail alert system.

Solution

CAUSE: Engine stopped due to exceeded EKC limit.

SOLUTION: Copy limit reached.

Solution ID TAUS0622822EN*

Solution Usage 0

Description

Code 91-0 from the E-mail alert system.

Solution

CAUSE: KRDS is prohibiting copying.

SOLUTION: Remote function stopped the machine. Please call for service.

Solution ID TAUS0622824EN*

Solution Usage 0

Description

Code 71-1 from the E-mail alert system.

Solution

CAUSE: PI unit top cover is open.

SOLUTION: Please close finisher top cover.

Solution ID TAUS0622850EN*

Solution Usage 0

Description

Microsoft* Windows 2003 Server printer driver support, 7155.

Solution

Microsoft Windows 2003 Server printer driver support list. .

Notes:

1. The latest version print driver is available for download from the [\[\[Support & Drivers| URL http://kmb.konicaminolta.us/eprise/main/KMBS/Support_Center/Home\]\]](http://kmb.konicaminolta.us/eprise/main/KMBS/Support_Center/Home) section on the public web site or the [\[\[Konica Minolta FTP site| URL ftp://kbt.digital:kx15@ftp.konicabt.com\]\]](ftp://kbt.digital:kx15@ftp.konicabt.com).
2. To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0622900EN*

Solution Usage 0

Description

IP511 print controller installation instructions.

Solution

IP511 Installation Procedure .

Note: To view the above link, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0622957EN*

Solution Usage 0

Description

PZ109, product information.

Solution

PZ109 information.

Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0622958EN*

Solution Usage 0

Description

PZ109, what print driver (PCL* only) and program versions support the PZ109?

Solution

To use the PZ109 with the PCL print driver, the following requirements must be met:

1. Print controller firmware version 6.2 or later.
2. PCL driver version 1.7.14 or later (Windows 95, Windows 98, Windows ME, and Windows NT 4.0) and version 2.0.10 or later (Windows 2000 and Windows XP).
3. Set 25 mode, dipswitch 22-5 to 1. To change the dipswitch setting, perform the following:
 - a. Power the machine OFF.
 - b. Enter the 25 mode (turn the machine ON, while pressing the 2 and 5 keys).
 - c. Select 1: Software SW Setting.
 - d. Use the arrows on the LCD to select dipswitch 22-5.
 - e. Touch the ON key on the LCD to change the data to 1.
 - f. Press RETURN.
 - g. Power the machine OFF/ON to exit the 25 mode.

Note: The latest version system software and print drivers are available on the Konica FTP site .

* Trademark ownership information

Solution ID TAUS0622963EN*

Solution Usage 0

Description

PZ109 Parts Catalog.

Solution

PZ109 Parts Catalog.

Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[<http://www.adobe.com/products/acrobat/readstep2.html>]| URL <http://www.adobe.com/products/acrobat/readstep2.html>]]

* Trademark ownership information

Solution ID TAUS0623251EN*

Solution Usage 0

Description

How to change or delete/remove a programmed FTP address.

Solution

To change, delete/remove a previously programmed FTP address, perform the following:

1. Press the HELP key.
2. Press KEY OPERATOR MODE as indicated on the touchscreen.
3. Press the DOWN arrow one time.
4. Select [19] (Scan transmission setting).
5. Select FTP on the touchscreen.
6. Select CHANGE to change the FTP address or select DELETE to delete the FTP address.
7. Press OK and then RETURN to return to normal operating mode.

Solution ID TAUS0623262EN*

Solution Usage 0

Description

When printing from an application via a web browser site, the documents are duplexed when sent to the printer.

Solution

CAUSE: The application running on the browser site outputs mixplexed PCL* from an HP-style driver. Mixplex is ON by default on the IP511/7155 running mainbody minimum firmware versions: Control version 14, Op Panel version 20, Image version 20, and IP511 system code version 5.7.0 (or later).

SOLUTION: Disable mixplex on the IP511/7155 by setting the 25 mode dipswitch 28-0 to 0.

Note: The listed firmware versions are minimum versions. Please visit the Konica FTP site for the most up-to-date version information.

* Trademark ownership information

Solution ID TAUS0623336EN*

Solution Usage 0

Description

How to set the LCD touchscreen to default to the network/scanning mode.

Solution

At the present time, the network/scanning mode can not be set as a default.

Solution ID TAUS0623602EN* **Solution Usage** 0

Description

Can the password feature in the TWAIN driver version 1.11 be used with the 7155/IP511?

Solution

At the present time the password feature in the TWAIN driver will only function with the 7145/IP432.

Note: Refer to the ReadMe file for more details.

Solution ID TAUS0623633EN* **Solution Usage** 0

Description

PZ108, is Z-folding available with 8.5x11R paper?

Solution

The PZ108 specification for Z-folding is 8.5x14 and 11x17 paper only.

Solution ID TAUS0623670EN* **Solution Usage** 0

Description

PZ108, after upgrading the firmware, the PZ unit is not recognized.

Solution

CAUSE: The PZ control board is not compatible with the firmware.

SOLUTION: Either re-install the previous version of firmware or replace the control board.

Note: The earlier PZ108s (prior to S/N 13NQ00101) had the incompatible control boards installed.

Solution ID TAUS0623673EN* **Solution Usage** 0

Description

PZ109 not recognized.

Solution

CAUSE: Incorrect installation.

SOLUTION: Ensure that the main body is at the latest version firmware and, in the 25 mode, software dipswitch 22-5 is set to 1 (PZ109 selection).

Note: The latest firmware for the main body and the PZ109 can be downloaded from the Konica FTP site.

Solution ID TAUS0623682EN* **Solution Usage** 0

Description

PZ109, finisher compatibility.

Solution

The PZ109, when installed, is placed between the main body engine and finisher unit and is used in conjunction with the FS110 finisher or FS210 booklet finisher for the 7155.

Note: The presence of either finisher is required for installation of a PZ109.

Solution ID TAUS0623814EN* **Solution Usage** 0

Description

PZ108, inventory depletion of the Punch/Z-Fold Unit for the 7155.

Solution

Inventory of the Punch/Z-Fold Unit, PZ108 (Item #950617) for the 7155, is depleted.

Note: As with all Konica products, support will continue.

Solution ID TAUS0624017EN* **Solution Usage** 0

Description

PI110, J72-51 during operation only when feeding smooth-finish paper.

Solution

CAUSE: The registration guide sheet is attached at two positions on the paper feed guide plates/A and B respectively. Depending on the condition of the

registration guide sheet (if the sheet is protruding too much from the square hole in the steel plate) the tip of the sheet interferes with the nip of the roller. If smooth-finish paper is used in this condition, it is more likely to jam.

Figure 1-1: Registration guide sheet installation position

PART NUMBER	ITEM	ITEM NUMBER
13QN40230	Paper feed guide plate/A	5
13QN40240	Paper feed guide plate/B	15
13QN40840	Registration guide sheet (4)	23

A and B: Registration guide sheet attachment bases

SOLUTION: The shape and the double-sided adhesive tape area of the registration guide sheet, which is attached on the paper feed guide plate/B, has been changed so that the sheet protrudes less from the square hole in the paper feed guide plate/B. In accordance with the change of the shape, the part name and p/n have been changed.

(Current) Registration guide sheet (p/n 13QN4084) (Q'ty: 2)

(New) Registration guide sheet/2 (p/n 13QN4086) (Q'ty: 2)

Remove the damaged guide pieces and install the modified ones. To install, perform the following:

1. Refer to Figure 1-1-A - the edge of square hole in the paper feed guide plate/A is the base. Fit the edge of the double-sided adhesive tape of the registration guide sheet on the base and attach the sheet symmetrically.

Note: Protrusion of the registration guide sheet from the base: 5.0mm to 7.0mm. Difference between right and left: 1mm or less.

2. Refer to Figure 1-1-B - the edge of square hole in the paper feed guide plate/B is the base. Fit the edge of the double-sided adhesive tape of the registration guide sheet/2 on the base and attach the sheet symmetrically.

Note: Protrusion of the registration guide sheet/2 from the base: 5.0mm to 7.0mm. Difference between right and left: 1mm or less.

Solution ID TAUS0624019EN*

Solution Usage 0

Description

Developing unit drive coupling part has changed.

Solution

If the developing unit drive coupling (p/n 56AA15410) requires replacement, the developing unit drive shaft must be replaced at the same time. The original style is being replaced by parts that are not interchangeable.

PART NUMBER	ITEM
56AA15411	Developing Unit Coupling (modified)
56AA15281	Developing Unit Shaft (modified)

Solution ID TAUS0624163EN*

Solution Usage 0

Description

How to set up scanning for the 7155.

Solution

Scan setup procedure .

Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:

[[<http://www.adobe.com/products/acrobat/readstep2.html>]| URL <http://www.adobe.com/products/acrobat/readstep2.html>]]

* Trademark ownership information

Solution ID TAUS0624227EN*

Solution Usage 0

Description

Prints/copies are not properly centered front-to-rear.

Solution

CAUSE: Incorrect software dipswitch setting (12-3) which enables automatic centering.

SOLUTION: To enable automatic centering, perform the following:

1. Power the copier OFF.
2. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
3. Touch [1: Software SW setting] on the touchscreen.
4. Touch the left up-arrow twelve (12) times.
5. Touch the right up-arrow three (3) times.
6. Verify that 12-3 is displayed.
7. Touch [OFF (0)], which will enable the automatic centering feature.
8. Power the copier OFF/ON to exit the 25 mode.

Note: It is recommended to manually adjust the zoning for all paper trays with automatic centering disabled. Once all paper trays are manually adjusted for proper centering, enable automatic centering using the above procedure.

Solution ID TAUS0624294EN*

Solution Usage 0

Description

PZ109, when two-hole punch is selected, 3 holes are punched instead.

Solution

CAUSE: The punch (black) cover that moves the cams, has become dislodged preventing the cams from moving to the correct position.

SOLUTION: Remove the punch assembly from the machine and reinstall the cover in the correct position.

Solution ID TAUS0624299EN*

Solution Usage 0

Description

FS110, J72-18.

Solution

CAUSE: PS705 (stacker entrance) has failed or the actuator is damaged.

SOLUTION: To verify the operation of PS705, perform the following:

1. Power the copier OFF.
2. Access the 47 multimode (power the copier ON, while pressing the 4 and 7 keys), input code 076, press P-4-P. L (LOW) should be displayed .
3. Actuate PS705 with a piece of paper. The L should change to a H (HIGH).

If no change of state takes place, inspect the actuator for PS705. If the actuator is broken or missing, replace it (p/n 13QE48070). If the actuator is intact, the sensor must be replaced (p/n 08AA85510).

Solution ID TAUS0624302EN*

Solution Usage 0

Description

FS210, J72-18.

Solution

CAUSE: PS705 (stacker entrance) has failed or the actuator is damaged.

SOLUTION: To verify the operation of PS705, perform the following:

1. Power the copier OFF.
2. Access the 47 multimode (power the copier ON, while pressing the 4 and 7 keys), input code 076, press P-4-P. L (LOW) should be displayed .
3. Actuate PS705 with a piece of paper. The L should change to a H (HIGH).

If no change of state takes place, inspect the actuator for PS705. If the actuator is broken or missing, replace it (p/n 13QE48070). If the actuator is intact, the sensor must be replaced (p/n 08AA85510).

Solution ID TAUS0624388EN*

Solution Usage 0

Description

The machine continues to run after a paper jam with no jam indication displayed.

Solution

CAUSE: Incorrect software dipswitch setting (12-2) which disabled jam detection.

SOLUTION: Perform the following to enable jam detection:

1. Access the 25 mode (power ON while pressing the 2 and 5 keys).
2. Select [1. Software SW setting].
3. Use the arrows on the left to scroll to 12.
4. Use the arrows on the right to scroll to 2. The display should read 12-2.
5. Press OFF.
6. Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0624393EN*

Solution Usage 0

Description

COPYING IN PROGRESS message with no output, but the machine continues to run.

Solution

CAUSE: Jam detection has been disabled by an incorrect software dipswitch setting (12-2).

SOLUTION: Perform the following to enable jam detection:

1. Access the 25 mode (power ON while pressing the 2 and 5 keys).
2. Select [1. Software SW setting].
3. Use the arrows on the left to scroll to 12.
4. Use the arrows on the right to scroll to 2. The display should read 12-2.
5. Press OFF.
6. Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0624395EN***Solution Usage** 0**Description**

Cannot access multiple reserve jobs.

Solution

CAUSE: The setting of software dipswitch 16-1 determines if only one reserve job is available or if all reserve jobs are available.

SOLUTION: To enable the availability of all reserve jobs, perform the following:

1. Access the 25 mode (power ON while pressing the 2 and 5 keys).
2. Select [1. Software SW setting].
3. Use the arrows on the left to scroll to 16.
4. Use the arrows on the right to scroll to 1.
5. Press OFF.
6. Power the machine OFF/ON to return to normal operation.

Note: If software dipswitch 16-1 is set to ON, only one reserve job will be available.

Solution ID TAUS0624404EN***Solution Usage** 0**Description**

Updated Error Code list, 7155/7165.

Solution

Updated Error Code list .

Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[<http://www.adobe.com/products/acrobat/readstep2.html>| URL <http://www.adobe.com/products/acrobat/readstep2.html>]]

* Trademark ownership information

Solution ID TAUS0624490EN***Solution Usage** 0**Description**

Scan to E-mail is being received by E-Fax*.

Solution

CAUSE: E-Fax will look for and receive all E-mail scanned as a TIFF*.

SOLUTION: Send scan to E-mail in PDF format.

* Trademark ownership information

Solution ID TAUS0624541EN***Solution Usage** 0**Description**

'USB Port Can Not Open' message when flashing the main body via the parallel port.

Solution

CAUSE: Flashing the main body using a USB setting is not supported with the 7155.

SOLUTION: Flash the 7155 from a parallel port.

Note: The ISW tool's USB setting is used for models that have a USB port on the main body for flashing.

Solution ID TAUS0624601EN***Solution Usage** 0**Description**

How to change or delete/remove a programmed E-mail address.

Solution

To change or delete/remove a previously programmed E-mail address, perform the following:

1. Press the HELP key.
2. Press KEY OPERATOR MODE as indicated on the touchscreen.
3. Press the DOWN arrow one time.
4. Select [19] (Scan transmission setting).
5. Select E-Mail on the touchscreen.
6. Select CHANGE to change the E-mail address or select DELETE to delete the E-mail address.
7. Press OK and then RETURN to return to normal operating mode.

Solution ID TAUS0624636EN***Solution Usage** 0**Description**

FS110, main exit tray caution label.

Solution

See Safety Bulletin #66 for details.

Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0624641EN***Solution Usage** 0**Description**

FS210, main exit tray caution label.

Solution

See Safety Bulletin #66 for details.

Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0624650EN***Solution Usage** 0**Description**

How many boxes can be programmed into memory when using scan to HD?

Solution

A total of 48 boxes can be programmed into memory.

Solution ID TAUS0624701EN***Solution Usage** 0**Description**

FS210, when stapling 11x17, the last set is mis-folded.

Solution

CAUSE: Excessive movement in stacker unit due to entrance feed roller (p/n 13QE42660) and pin (p/n 00Z743126).

SOLUTION: Replace the pin.

SPECIAL NOTE: Solution provided by George Funakoshi, KMPS.

Solution ID TAUS0624815EN***Solution Usage** 0**Description**

Latest firmware update, 7155.

Solution

To access information concerning the latest firmware, access the Konica FTP site or the EPROM download page. To access the firmware download section on the Konica Minolta website, perform the following:

1. Sign into the [\[\[Secured site| URL http://www.konicabt.com/konicode/Logon\]\]](http://www.konicabt.com/konicode/Logon).
2. In the left frame, click on [NSSG Web Support].
3. Again, in the left frame, click on [Download EPROMs].
4. In the [Show all files for:] pull-down menu, select 'Eproms For High Volume Copiers' and click on the List Files button.
5. In the list of firmware, click on the required link to download. The firmware description will be in PDF format.

Note: To view a PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0625918EN***Solution Usage** 0**Description**

Inventory depletion, 7155.

Solution

Inventory of the 7155 (Item #950545) is depleted.

Note: As with all Konica Minolta products, support will continue.

Solution ID TAUS0625919EN*

Solution Usage 0

Description

How to prevent platen slit glass breakage.

Solution

Two glass protection pads are being applied to the topside of the slit glass, one at each end, to provide a cushion between the slit glass and the RADF unit to absorb any unusual force applied to it. These pads are factory-installed on units beginning with serial number 56EE12542. For units below these serial numbers, apply the pads to the slit glass during setup, or at the next PM or service call.

Notes:

1. This is a 100% free of charge, mandatory modification.
2. Refer to Safety Bulletin #67 for additional information.
3. To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0625977EN*

Solution Usage 0

Description

How to update the main body firmware if the laptop does not have a parallel connection.

Solution

Newer laptops typically do not have a parallel connection which is required to update the firmware of the main body. A PCMCIA to Parallel converter will allow the laptop to communicate with the main body. LPT3 is used for the update procedure as viewed in the ISWTmns utility communication setup. The PCMCIA to Parallel converter can be purchased either locally or on the Internet. The cost can range anywhere from \$95.00 to \$165.00. The most widely-used card is the Quatech* SPP-100.

Notes:

1. Konica Minolta does not support the PCMCIA-parallel adapter or make any recommendation as to the purchase.
2. To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0626011EN*

Solution Usage 0

Description

Interchangeability with the 7165 hard drive.

Solution

Even though the HD105 is used in both the 7165 and 7155, it is not interchangeable between models.

Solution ID TAUS0626225EN*

Solution Usage 0

Description

Store to hard drive is grayed out under the image store/delete button with HD105 installed and software dipswitch 2:0 set to 1.

Solution

CAUSE: The HD105 is not enabled.

SOLUTION: Enable the store to HD105 feature by performing the following procedure:

1. Access the 25 mode (hold down the 2 and 5 keys at power up) or turn the main switch ON and then wait for the Ready to Copy message.
2. Hold the P button down until the message 'Enter 4-digit Password To Change' is displayed.
Note: The button must be held down for about 5 seconds before the message is displayed.
3. Enter the password 9272 and press the Start Print button.
4. Select [1] (Software SW setting).
5. Press the left up-arrow until 08 is displayed.
6. Press the right up-arrow until 7 is displayed. The top of display should indicate SOFTWARE SWITCH SET MODE 08-7:1, Change the 1(Disabled) to a "0" to enable Store on hard disk.
7. Press RETURN, MODE CHANGE and then BASIC SCREEN to return to normal operation.

Note: Enable the following Memory Switches in the Key Operator mode:

- 43 - Image Stored Cont. (SRV) to ON
- 44 - Image Recalled Cont. (SRV) to ON

SPECIAL NOTE: Solution provided by Brandon Greisinger, PERRY CORPORATION.

Solution ID TAUS0626385EN***Solution Usage** 0**Description**

In the scan mode for E-Mail/HDD/FTP, the 'Address manual input' button on the LCD is grayed out. This prevents information from being manually entered .

Solution

CAUSE: The memory switch for 'I/P Scan Address manual input' is set for 'Prohibit.'

SOLUTION: To change this setting, perform the following:

1. From the Key Operator mode select #13 for Memory Switch Setting.
2. Arrow down until #46 I/P Scan Address manual input is displayed.
3. Highlight this setting with the small down arrow on the right side of the LCD.
4. Press the Change Setting Contents button on the LCD. Ensure that the setting now indicates Permission. Press the Return button to exit the Key Operator mode.

Solution ID TAUS0626715EN***Solution Usage** 0**Description**

E80-02 when attempting to flash the printer control.

Solution

CAUSE: There is a poor connection on the image CB or on the printer CB.

SOLUTION: Power OFF, unplug the machine, and remove/reinstall all connectors on the image and printer control boards.

Solution ID TAUS0626839EN***Solution Usage** 0**Description**

On a machine equipped with an external key counter device, print jobs do not increment the counter, but copy jobs will increment the counter.

Solution

CAUSE: A software dipswitch needs to be changed.

SOLUTION: Access 25 mode then select software dipswitches. Scroll to software dipswitch 16-3 and set to ON (1). This will allow print jobs to increment the external device.

Solution ID TAUS0626943EN***Solution Usage** 0**Description**

How many boxes can be created with the scan to HDD feature?

Solution

A total of 9998 boxes from 0001 to 9998 can be created. As a reference, number 9999 box is used by KRDS.

Solution ID TAUS0627158EN***Solution Usage** 0**Description**

PageScope Address Book utility released.

Solution

See the Modification Notice for details.

Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0627203EN***Solution Usage** 0**Description**

Where to get the PageScope Address Book utility.

Solution

The PageScope Address Book utility can be downloaded from the [\[\[Konica Minolta PageScope web site| URL https://marbt.konicaminolta.jp/crm/pssignup.nsf/NewSignupUS\]\]](https://marbt.konicaminolta.jp/crm/pssignup.nsf/NewSignupUS).

Solution ID TAUS0627210EN***Solution Usage** 0**Description**

PageScope Address Book utility User Manual.

Solution

PageScope Address Book utility User Manual .

Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0627292EN***Solution Usage** 0**Description**

PLEASE CLOSE RIGHT SIDE DOOR message even when the door appears closed.

Solution

CAUSE: The right side paper conveyance door is twisted due to over-extending when clearing jams.

SOLUTION: Loosen the screws at the hinges and remove upper and lower hinges and re-form the stop flaps. There should be no bends, except the machined 45-degree angle on the hinges.

SPECIAL NOTE: Solution provided by Bob Cochrane, NORTEAST COPIER SYSTEMS, INC.

Solution ID TAUS0627478EN***Solution Usage** 0**Description**

In the memory switches, what does 1 SHOT indication time mean?

Solution

This switch setting determines the time duration (3 or 5 seconds) for messages which are displayed for short periods and indicate special circumstances such as:

GROUP BUTTON CANNOT BE USED IN THIS MODE

or

NUMBER OF ORIGINALS SHOULD BE -- MAX IN STAPLE MODE

Solution ID TAUS0627497EN***Solution Usage** 0**Description**

PageScope Address Book utility is missing the model drop-down list in the main window.

Solution

CAUSE: The monitor resolution was set below 1024x768, 16 bit color.

SOLUTION: Set the monitor resolution to 1024x768, 16 bit color or better.

SPECIAL NOTE: Solution provided by Charles Wallace, EASTERN COPY PRODUCTS.

Solution ID TAUS0627527EN***Solution Usage** 0**Description**

How to configure Secure IP Printing to allow only specific TCP/IP* addresses to print to the NIC.

Solution

The latest firmware for the IP511 internal NIC enables the Network Administrator to designate which TCP/IP addresses have access to the IP511 internal NIC. This feature is called Secure IP Printing and will allow up to ten TCP/IP addresses to be entered on the NIC. The TCP/IP addresses can be entered via a browser and can be accessed by entering:

IPaddress/nic/Security

Notes:

1. Access to this menu is case sensitive (Security).
2. Once an address is added to the list, only those addresses on the list have access to print channel and HTML pages.
3. Press the reset button on the Security page to reset the TCP/IP address to 0.0.0.0, and factory defaults will all be disabled after a NIC reset.
4. All changes require a reset to take affect.
5. A password is required to make changes. The default password is 'sysadm'.
6. The latest firmware can be downloaded from the Konica Minolta FTP site.

* Trademark ownership information

Solution ID TAUS0627739EN***Solution Usage** 0**Description**

DF316, originals skewing approximately 1/8 inch when fed from the RADF.

Solution

CAUSE: The RADF was not set on the main body using the positioning jigs.

SOLUTION: Install the positioning jig (p/n 120A1052)

To align the RADF with the position jigs, perform the following:

1. Lift the RADF up and remove the original stopper plate.
2. Loosen the RADF mounting brackets.
3. Install the 2 positioning jigs in the mounting holes of the original stopper plate.
4. Close the RADF to mate the reference holes and RADF positioning jigs.
5. Open the RADF and tighten the RADF mounting screws.
6. Install the original stopper plate.

Solution ID TAUS0627755EN***Solution Usage** 0**Description**

Upon retrieving a scanned document from the IP511 hard drive via FTP command, is the retrieved document deleted from the hard drive and, if not, when is it deleted?

Solution

When using the FTP command to retrieve scanned images, the actual scanned image will remain on the IP511 hard drive until it is deleted via the ScanAutoDelete function setting. To program the machine to automatically delete scanned jobs from the hard drive, perform the following:

1. Press the MODE key to select PRINTER.
2. Press Controller Set on the touchscreen.
3. Press the DOWN arrow one time.
4. Press ScanDataAutoDel on the touchscreen and press OK.
5. Select one of the following options: OFF, 12hour, 24hour, 2days, 4days, 6days, 8days or 10days and press OK.
6. Press the MODE key and select COPY to return to normal mode.

Solution ID TAUS0627946EN***Solution Usage** 0**Description**

Part number for a pin extraction tool for the fuser connector.

Solution

Pin extractor tool (p/n 00TL-3030).

Solution ID TAUS0627964EN***Solution Usage** 0**Description**

Error 1001 when scanning to E-mail.

Solution

CAUSE: Incorrect configuration in the Scan to E-mail set up when configuring the NIC.

SOLUTION: When setting up scan to E-mail, in the From box, a valid E-mail address must be set. A name, location, etc. is not acceptable. For example, xxx@yyyyyy.com would be acceptable.

Solution ID TAUS0628035EN***Solution Usage** 0**Description**

FS210, F77-11 or F77-14 when trying to staple. The first set will be stapled and two or three staples will be put into the paper.

Solution

CAUSE: The home position sensor in the stapler unit has failed

SOLUTION: Swap the stapler with the one in either the front or back to isolate the problem. Replace the failed staple unit (p/n 13QE42411).

Solution ID TAUS0628156EN***Solution Usage** 0**Description**

PLEASE WAIT NOW HDD INITIALIZING message at power up. Also, unable to access the HDD menu in the Key Operator Mode.

Solution

CAUSE: Failed HD105 (main body Hard Drive).

SOLUTION: Replace the HD105 (p/n 950556).

Solution ID TAUS0628320EN*

Solution Usage 0

Description

PZ109, can 8.5x11 paper be Z-folded?

Solution

The PZ109 will Z-fold 11x17 or 8.5x14 inch paper. The PZ109 will not Z-fold 8.5x11 paper.

Note: This highly requested accessory is used to twice-fold 11x17 paper (ledger) and 8.5x14 paper (legal) paper inward in order to make the width of the paper the same width as an 8.5x11(letter) piece of paper or to provide the ability to fit that same larger paper inside of three ring binders.

Solution ID TAUS0628433EN*

Solution Usage 0

Description

Error 46-43 when selecting image overlay.

Solution

CAUSE: A failed hard drive (HD105).

SOLUTION: After verifying all connections related to the HD105, and if the problem remains, replace the hard drive (Item #950556).

Note: Even if this problem is occurring, it still may be possible to scan to and retrieve documents from the hard drive.

Solution ID TAUS0628766EN*

Solution Usage 0

Description

PK120A, J72-43 when punching.

Solution

CAUSE: The PK sensors require a sensitivity adjustment.

SOLUTION: To adjust the PK sensors, perform the following:

1. Open the front door of the finisher and turn the power ON.
2. Remove the PK control board cover (1 screw).
3. On the board there are 5 VRs and 5 corresponding LEDs.
4. For each sensor, turn the VR clockwise until the corresponding LED goes out. Then turn the VR counterclockwise slowly until the LED lights and continue counterclockwise one more graduation after the LED lights. Perform this procedure for all 5 sensors.

Solution ID TAUS0628915EN*

Solution Usage 0

Description

PageScope Address Book utility information.

Solution

Konica Minolta Bulletin Number 4658

[[Managing the Address Book| URL <http://konicaminolta.jp/pagescope/us/products/products/psabu/index.html>]] or the [[Konica FTP site| URL <ftp://kbtldigital:kx15@ftp.konicabt.com>]]

[[Importing and Exporting Address Book Information| URL <http://konicaminolta.jp/pagescope/us/products/products/psabu/function.html>]]

Note: To view PDFs, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:

[[<http://www.adobe.com/products/acrobat/readstep2.html>| URL <http://www.adobe.com/products/acrobat/readstep2.html>]]

* Trademark ownership information

Solution ID TAUS0629259EN*

Solution Usage 0

Description

For Scan to E-mail, can multiple E-mail addresses be entered and sent at the same time?

Solution

The Scan to E-mail feature will only allow one E-mail address to be sent at a time.

Note: The 7255/7272/IP511A have a Group Registration Scan to E-Mail feature that will allow up to 12 groups to be entered and E-mailed at the same time.

Solution ID TAUS0629416EN***Solution Usage** 0**Description**

PK120A, 3-Hole punch is being displayed, instead of 2-Hole punch in the [OUTPUT APPLI] mode.

Solution

CAUSE: Incorrect DIP SW setting.

SOLUTION: For 2-Hole punch to be displayed, set both DIP SW 22-1 and 22-2 to 0.

Solution ID TAUS0629522EN***Solution Usage** 0**Description**

How does Konica Minolta prevent security breaches or loss of classified documentation on this model?

Solution

The security technique found in the Security Statement is consistent throughout Konica Minolta's digital product line to prevent unauthorized use of stored data.

Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0630227EN***Solution Usage** 0**Description**

How to scan to FTP anonymously.

Solution

Preliminary Note: To utilize Scan-to-FTP, the IP511 must be connected to a network and have a dedicated (local) FTP server attached. To configure Scan-to-FTP perform the following:

1. From the main body operation panel, access the PRINTER mode using the MODE key located above the CHECK and HELP keys.
2. On the LCD touch screen, using the arrows on the right, scroll to and select NETWORK SETUP.
3. From NETWORK SETUP, scroll to and select FTP SETUP.
4. Select FTP PORT NUMBER.
5. Set the PORT number to match that of the FTP server, default is 21.
6. Select FTP TIMEOUT.
7. Set the TIMEOUT as desired between 1 and 60 seconds, the default is 15.
8. Press CANCEL once.
9. Scroll to and select UPDATE NIC.

Note: The UPDATE NIC selection will be unavailable (grayed out) if no changes were made to the FTP PORT NUMBER or TIMEOUT.

10. Select YES.
 11. Enter the necessary NIC password. The default is [sysadm] all lower case.
- Note: The LCD will display PRINTER INITIALIZING.
12. After the printer initializes, and READY TO PRINT is displayed again, power OFF/ON the main power switch (SW1) located on the left rear corner of main body for at least 10 seconds.
 13. After the printer has come back to READY, from the main body operation panel, access the SCANNER/SERVER mode using the MODE key located above the CHECK and HELP keys.
 14. On the LCD touch screen, select SCAN TO NETWORK.
 15. Select FTP.
 16. Select ADDRESS MANUAL INPUT.
 17. Enter a PROFILE NAME; this name can be any alphanumeric name up to 10 characters long. This name will display in the TRANSMISSION OBJECT window.
 18. Enter the HOST ADDRESS; this is the TCP/IP address of the FTP host server. For example, with the following ftp URL; <ftp://username:password@FTP.KONICABT.COM/>, communication with the host server; FTP.KONICABT.COM, is made via TCP/IP, therefore this TCP/IP address is entered in the HOST ADDRESS field.
 19. Enter the FILE PASS (path) by entering a backslash as the path of the folder the documents will be scanned to. The FTP software knows where to send the document, so the path is not needed.
 20. Press the ANONYMOUS key.
 21. In the password field any combination of numbers or characters will work and it does not matter what is entered there. An entry is needed as you can not exit the screen without a password inserted.
 23. Press the [ENTRY] key to register (save) the information that was entered.
- Note: The FTP software must be set up for anonymous log in.

* Trademark ownership information

Solution ID TAUS0630466EN***Solution Usage** 0**Description**

'This device does not support scanning function' error message when retrieving address book utilizing PageScope Address Book utility.

Solution

CAUSE: The engine address book was trying to download via the IP controller network port.

SOLUTION: To download or upload address book information, connect to the engine network port. To configure the TCP/IP* address on the engine, perform the following:

1. Press HELP (?) to access Key Operator mode.
2. Press (1. System Initial)
3. Set engine TCP/IP address, subnet mask and gateway.
4. Exit key operator mode.
5. Download the address book from the engine.

* Trademark ownership information

Solution ID TAUS0630935EN*

Solution Usage 0

Description

White lines on halftone images.

Solution

CAUSE: Toner soiling of the charge corona grid due to toner mist escaping from the cleaning unit, caused by ambient machine air movement from the machine exhaust fan.

SOLUTION: To reduce the affect that ambient machine airflow has on the cleaning unit, a charge corona unit seal is now applied to the PCL as shown to cover the gap between the cleaning/toner recycle section and the charge corona unit. This seal revents toner mist from escaping the cleaning chamber and settling on the charge corona grid.

Notes:

1. Refer to Konica Minolta Bulletin Number 4949 for additional details.
2. To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)
3. Through April 30, 2005, these parts can be obtained 10% free of charge for machines below the serial numbers listed in the bulletin. FOC (free of charge) programs are based on statistical percentages of machines that are likely to be affected by certain modification programs. For percentage programs, the quantity of parts shipped usually is sufficient to modify all of the machines that need the change. However, if more than the statistical percentage of machines serviced by any one branch or dealer require a modification, then a FTR (Field Technical Report, Form TP-2) has been established for that purpose. Use the FTR program only if additional parts are needed.

* Trademark ownership information

Solution ID TAUS0638553EN*

Solution Usage 0

Description

How to disable the key counter from incrementing during print jobs.

Solution

To disable the key counter from incrementing during print jobs, perform the following:

1. Access the 25 mode (while holding down the 2 and 5 keys, power the machine ON).
2. Press 1 on the touch screen (Software SW).
3. Scroll to switch 16-3 using the arrow keys on the touch pad.
4. Press OFF
5. Press the Return key on the touchpad.
6. Power the machine OFF/ON to exit the 25 mode.

Solution ID TAUS0638605EN*

Solution Usage 0

Description

FS110, change of FNS wiring/B.

Solution

See M20040346A0 for details.

Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0638608EN*

Solution Usage 0

Description

FS210, change of FNS wiring/B.

Solution

See M20040346A0 for details.

Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID	TAUS0638632EN*	Solution Usage	0
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Description

How many characters can be used when entering an E-Mail address?

Solution

The E-Mail address can contain a maximum of 60 characters/numbers.

Solution ID	TAUS0638758EN*	Solution Usage	0
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Description

What is the N Scanner count listed on the management list 2?

Solution

Every time the start key is pressed this is logged by the N Scanner counter in the management list 2.

Solution ID	TAUS0638972EN*	Solution Usage	0
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Description

Unable to access All Active Solutions on NSSG Web Support.

Solution

CAUSE: Certain end user permissions are in place to prevent unauthorized access. Unfortunately, some technicians are also 'locked out'.

SOLUTION: Here is the [\[\[All Active Solutions for the 7155| URL http://techweb.konicabt.com/WebSolution/7155.pdf\]\]](http://techweb.konicabt.com/WebSolution/7155.pdf) document.

Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID	TAUS0639441EN*	Solution Usage	0
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Description

How to enable/disable the banner page generated by the main body.

Solution

To enable/disable the banner page, perform the following:

1. Press the mode key and select Printer mode.
2. Press Controller set.
3. Banner page is the top item and is already highlighted. Press OK.
4. Select either OFF or ON and press OK.
5. Press cancel to return to the normal printer screen.

Solution ID	TAUS0639602EN*	Solution Usage	0
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Description

A status page is not printed at power up and also can not be printed from the web utility when browsing to the NIC.

Solution

CAUSE: ECM mode is enabled.

SOLUTION: Temporarily disable ECM mode if a status page is needed. All of the information on the status page can be viewed when browsing to the NIC so disabling ECM mode is not required.

Solution ID	TAUS0639914EN*	Solution Usage	0
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Description

FS110, Spare parts setting of new stapler jig.

Solution

See T20040115A1 for details.

Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0639916EN*

Solution Usage 0

Description

FS210, Spare parts setting of new stapler jig.

Solution

See T20040115A1 for details.

Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0639946EN*

Solution Usage 0

Description

FS210M, staple cartridge redesign prevents the stapler vertical positioning adjustment procedure from being performed using the original stapler position jig (p/n 129XJG011).

Solution

CAUSE: The staple position jig is not compatible with the redesign specifications for the staple cartridge.

SOLUTION: Perform the stapler vertical positioning adjustment procedure using the original-style staple cartridge from a FS110/210 finisher or use the modified stapler position jig (p/n 13QEJG010).

Notes:

1. [\[\[Finisher stapler vertical positioning adjustment|URL http://techweb.konicabt.com/tpm/media/FS_Cartridge.pdf\]\]](http://techweb.konicabt.com/tpm/media/FS_Cartridge.pdf) procedure.
2. To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0639979EN*

Solution Usage 0

Description

FS110, staple cartridge redesign prevents the stapler vertical positioning adjustment procedure from being performed using the original stapler position jig (p/n 129XJG011).

Solution

CAUSE: The staple position jig is not compatible with the redesign specifications for the staple cartridge.

SOLUTION: Perform the stapler vertical positioning adjustment procedure using the original-style staple cartridge from the FS110/FS210 finisher or use the modified stapler position jig (p/n 13QEJG010).

Notes:

1. [\[\[Finisher stapler vertical positioning adjustment|URL http://techweb.konicabt.com/tpm/media/FS_Cartridge.pdf\]\]](http://techweb.konicabt.com/tpm/media/FS_Cartridge.pdf) procedure.
2. To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0640332EN*

Solution Usage 0

Description

Code 46-17 when scanning through the RADF.

Solution

CAUSE: The image control board failed.

SOLUTION: Replace the image control board (p/n 56AA-9013).

Note: An additional symptom is blank copies with lines when scanning from the glass

Solution ID TAUS0640631EN***Solution Usage** 0**Description**

Horizontal black lines and abnormal noise.

Solution

See Bulletin Number 5006 for details.

Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0640872EN***Solution Usage** 0**Description**

Unable to print using finisher features after updating from Mac* version 9.x to Mac version 10.3.x.

Solution

CAUSE: The 10.2.x Mac driver was installed and will not operate correctly in a Mac 10.3.x environment.

SOLUTION: Download and install the Mac 10.3.x driver. This driver is located on KonicaMinolta's [\[\[FTP site|URL ftp://kbtldigital:kx15@ftp.konicabt.com\]\]](ftp://kbtldigital:kx15@ftp.konicabt.com).

* Trademark ownership information

Solution ID TAUS0641221EN***Solution Usage** 0**Description**

Thermostat replacement precautions for all models using Faston Terminals.

Solution

CAUSE: Damage to the Faston terminal when replacing the thermostat to the Faston terminal can result in the generation of heat and cause the plastic insulating material around the terminal to melt.

SOLUTION: See Bulletin Number 5005 for details.

Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0641440EN***Solution Usage** 0**Description**

Safety Issue - Release of bottom cover plate to prevent injury if a finger is inserted into the right rear caster mounting area when the engine is lifted.

Solution

See Bulletin Number 5008 for details.

Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0641569EN***Solution Usage** 0**Description**

Is the TWAIN driver compatible with Macintosh*?

Solution

The TWAIN driver is not compatible with Macintosh.

* Trademark ownership information

Solution ID TAUS0641589EN***Solution Usage** 0**Description**

J31-01 during multiple copying.

Solution

CAUSE: The ADU drive rollers are binding.

SOLUTION: Clean and lube ADU drive roller bearings and shafts.

SPECIAL NOTE: Solution provided by Fred Karr, KMBS LONG ISLAND

Solution ID TAUS0641640EN*

Solution Usage 0

Description

Shape change of Rear Cover.

Solution

See KOM050288 for details.

Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0641824EN*

Solution Usage 0

Description

KONICA is displayed on the operation panel touchscreen and the machine is locked up.

Solution

CAUSE: Blown ICP fuse on the operation board #1
this ICP has an 1.2 amp rating.

SOLUTION: Replace the Operation board.

SPECIAL NOTE: Solution provided by HAROLD BROWN, IMAGE IV SYSTEMS, INC.

Solution ID TAUS0641853EN*

Solution Usage 0

Description

A constraint problem occurs if Tandem Print and Offset are Selected from the Microsoft* Windows 2000 PCL* driver.

Solution

CAUSE: Driver requires updating.

SOLUTION: A new Windows 2000 PCL5e driver version 2.1.11 is available to correct this problem. The file 13rprdr2k2111s1.exe is available on the [\[\[Konica Minolta FTP site| URL ftp://kbtldigital:kx15@ftp.konicabt.com\]\]](ftp://kbtldigital:kx15@ftp.konicabt.com).

* Trademark ownership information

Solution ID TAUS0641911EN*

Solution Usage 0

Description

Is Scan to E-mail supported in a Macintosh* environment running TCP/IP*?

Solution

Scan to E-mail is supported in a Macintosh environment running TCP/IP.

* Trademark ownership information

Solution ID TAUS0641952EN*

Solution Usage 0

Description

FS110, Up/down gear/A intersection change.

Solution

See KOM050109 for details.

Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0641956EN***Solution Usage** 0**Description**

FS210, Up/down gear/A intersection change.

Solution

See KOM050109 for details.

Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0642004EN***Solution Usage** 0**Description**

Trying to scan to BOX and the HDD is greyed out.

Solution

CAUSE: The IP scanner function is disabled.

SOLUTION: Softswitch 28-01 needs to be set to 0 to enable this function. To enable the IP scanner function, perform the following:

1. Access the 25 mode (hold down the 2 and 5 keys at power up) or turn the main switch ON and then wait for the Ready to Copy message.
2. Hold the P button down until the message 'Enter 4-digit Password To Change' is displayed.

Note: The button must be held down for about 5 seconds before the message is displayed.

3. Enter the password 9272 and press the Start Print button.
4. Select [1] (Software SW setting).
5. Press the left up-arrow until 28 is displayed.
6. Press the right up-arrow until 1 is displayed. The top of display should indicate SOFTWARE SWITCH SET MODE 28.-1:1.
7. Press the OFF button once. The top of display should now indicate SOFTWARE SWITCH SET MODE 28:-0:0.
8. Press RETURN, MODE CHANGE and then BASIC SCREEN to return to normal operation.

Solution ID TAUS0642029EN***Solution Usage** 0**Description**

Scantrip Admin utility information.

Solution

Scantrip Admin is an enterprise-level administration tool for Konica's Scan-to-Disk feature. Groups of images from multiple scanner/print engines can be retrieved and deleted with Scantrip Admin. The Scan-to-Disk activity can be checked and the information saved to file for audit purposes. Scantrip Admin can even be used to perform a back up of the Scan-to-Disk file system.

Konica's Scan-to-Disk technology allows scanning of documents from the print engine's platen glass or the document feeder directly to file where it is stored in a mailbox on the print engine's internal hard disk. For details on Konica's Scan-to-Disk technology, please refer to the Konica print engine's documentation. Scantrip Admin functions as a general user tool as well as an administration tool. It allows retrieval and deletion of image files (created with the print engine's Scan-to-Disk feature) from a personal mailbox. These user-level operations can be performed manually or automatically (with the Auto-Polling feature).

Note: Scanning utilities (Scantrip and Scantrip Admin) are now posted on the [\[\[Konica SEC website| URL http://www.sec.konicabt.com/main.html\]\]](http://www.sec.konicabt.com/main.html).

Solution ID TAUS0642190EN***Solution Usage** 0**Description**

DF316, commonization of parts (guide/roller).

Solution

See KOM050365 for details.

Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0642205EN***Solution Usage** 0**Description**

DF316, commonization of parts (driving unit/guide).

Solution

See KOM050376 for details.

Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0642214EN*

Solution Usage 0

Description

DF316, correction for Parts Guide Manual (guide/roller).

Solution

See KOM050381 for details.

Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0642241EN*

Solution Usage 0

Description

FS110, countermeasure of compression buckling of needle (Cartridge case).

Solution

See KOM050397 for details.

Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0642246EN*

Solution Usage 0

Description

FS210, countermeasure of compression buckling of needle (Cartridge case).

Solution

See KOM050397 for details.

Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0642254EN*

Solution Usage 0

Description

J31-2 with paper stopping before the fixing unit.

Solution

CAUSE: Fixing unit bearings are bound.

SOLUTION: Observe the fixing unit after the cycle has started. If the fixing unit stops rotating before the paper reaches the fixing unit, the upper and/or lower roller bearings could be bound. Remove and inspect the bearings and replace parts as needed.

Solution ID TAUS0642319EN*

Solution Usage 0

Description

J51-01.

Solution

CAUSE: Photosensor dislodged on the lower paper lift plate of the bypass tray.

SOLUTION: Reinstall photosensor to its original position.

SPECIAL NOTE: Solution provided by Edmond Howell, KMBS SAN ANTONIO

Solution ID TAUS0642322EN*

Solution Usage 0

Description

J72-29 after the last copy of a set has exited the finisher into main tray. J73-01 that may be difficult to reset.

Solution

CAUSE: Broken harness wires at CN-125 which is the connector to the FS-110 exit sensor PS-706

SOLUTION: Replace the wiring harness (FNS Wiring/1 13QE90010) or hard wire a replacement connector (CN-125)
SPECIAL NOTE: Solution provided by ALLAN LYONS, BUSINESS EQUIPMENT UNLIMITED

Solution ID TAUS0642631EN*

Solution Usage 0

Description

Print jobs are stuck in the queue as the Microsoft* Windows server or workstation is waiting for machine status to change to ready (from the feedback condition of Add Paper - for example).

Solution

CAUSE: SNMP status enabled on the print driver installed on the server. With this enabled the print queue constantly monitors SNMP printer feedback (door open, paper tray empty, etc.). The feedback from the machine may not be in real time resulting in locking the print queue on the server or workstation hosting the printer.

SOLUTION: Disable SNMP status on the print driver.

1. From the printers folder, highlight the printer object, right click and select properties.
2. Select Ports
3. Configure Port.
4. Uncheck SNMP Status Enabled.

* Trademark ownership information

Solution ID TAUS0642693EN*

Solution Usage 0

Description

Does the 7155 support PC (SMB) scanning?

Solution

The 7155 does not support PC (SMB) scanning.

Solution ID TAUS0643302EN*

Solution Usage 0

Description

FS210M, can the PK120 three-hole punch unit (Item #960923) be installed in the FS210M (Item #960328) when configured with a 7155?

Solution

The PK120 three-hole punch unit can be installed in either an FS210 or FS210M.

Solution ID TAUS0643366EN*

Solution Usage 0

Description

How to configure the IP511 for scan to E-mail to function with a mail server using exclusively WEBMAIL and not POP3 or IMAP.

Solution

The IP511 supports only POP3 and IMAP server types exclusively. WEBMAIL is not supported. Please check with a Network Administrator in regards to having this functionality enabled on the mail server. If this is not possible an alternate server environment will need to be used to support scanning to E-mail.

Solution ID TAUS0643590EN*

Solution Usage 0

Description

The paper lift mechanism in the large capacity paper cassette is overdriving.

Solution

CAUSE: There are two interlock switches used to interrupt power to the lift tray motor M101. The two interlock switches are the lift tray interlock MS101 that opens when the large capacity cassette top cover is opened and the lift tray interlock switch MS102 that is opened when the paper in the tray pushes against the paper feed roller. A spring attached to the top cover and the paper feed roller unit is used to move the paper feed rollers out of the way of the lift tray; to aid in the insertion of new paper when the paper supply runs out. This spring, by moving the paper take up rollers out of the way of the paper path, prevents the paper stack from engaging the paper feed roller if it should be lifted by the activation of the lift tray motor M101. This prevents the lift tray interlock switch MS102 from opening up and cutting power to the lift tray motor M101. If the lift tray interlock switch MS101 is 'cheated', the result is the lift tray motor M101 not stopping and the paper lift continues until catastrophic damage is generated in the tray lift mechanism.

SOLUTION: If it is required to override the lift tray interlock switch MS101, it will be necessary to remove the spring connecting the top cover and the paper feed unit. Open the top cover and remove the spring from the paper feed unit. Once the spring has been removed the paper feed rollers will lower into a position so that when the lift tray interlock switch MS101 is 'cheated' and the paper begins to be lifted by the lift tray motor MS101, the power supplied to the motor will be interrupted as soon as the paper stack engages the paper feed roller and the lift tray interlock switch MS102.

Solution ID TAUS0643889EN* **Solution Usage** 0

Description

How to change the default file format in Scan to E-Mail between PDF and TIFF.

Solution

Scan to E-mail format is fixed as PDF and cannot be changed with dispswitch settings. Switching between TIFF and PDF can only be accomplished manually on the Operation Panel. This is the specification for this engine.

Solution ID TAUS0644288EN* **Solution Usage** 0

Description

FS110, Staple Cartridge Sensor Actuator part number.

Solution

Staple Cartridge Sensor Actuator (p/n U193-2021)

Solution ID TAUS0644291EN* **Solution Usage** 0

Description

FS210, Staple Cartridge Sensor Actuator part number.

Solution

Staple Cartridge Sensor Actuator (p/n U193-2021)

Solution ID TAUS0646848EN* **Solution Usage** 0

Description

Does Konica Minolta provide support for Equitrac* products?

Solution

For Equitrac technical support information please visit [\[http://www.metrics.com/Support/\] URL http://www.metrics.com/Support/](http://www.metrics.com/Support/)] or contact trained Support Engineers by telephone at 519.885.2458, by fax at 519.746.7931 or via E-mail at support@metrics.com

Note: Technical Support is available Monday through Friday, 8 AM to 6 PM, EST.

*[[Trademark ownership information| FILE V:\TEXT\TRADEMRK.TXT NEW]]

Solution ID TAUS0647552EN* **Solution Usage** 0

Description

Does WinFax Pro10 Software work with AHT OneRip 2?

Solution

A WinFax Pro10 Software Option is available for the OneRip 2 solution. Fax from a KonicaMinolta legacy MFP that previously did not offer fax capabilities. When connecting multiple printers to the OneRIP 2 server, all connected printers are enabled with faxing. The MFPs do not require a fax board. Working as the Scan to E-mail function, simply insert the fax number in place of an E-mail address, and proceed. The WinFax Pro Option supports the following devices:
 Di450/Di550
 Di551/Di650, 7155/7165
 Di750, 7075
 bizhub Di470
 bizhub Di5501/Di7210, bizhub Di7255/7272
 bizhub Di850, bizhub 7085
 bizhub CF2002/CF3102

Solution ID TAUS0648224EN* **Solution Usage** 0

Description

Toner misting/Toner spilling.

Solution

Refer to bulletin 5083 details.

Note: To view the above PDFs, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[http://www.adobe.com/products/acrobat/readstep2.html\] URL http://www.adobe.com/products/acrobat/readstep2.html](http://www.adobe.com/products/acrobat/readstep2.html)]]

* Trademark ownership information

Solution ID TAUS0648236EN*

Solution Usage 0

Description

Safety Issue - Release of bottom cover plate to prevent injury if a finger is inserted into the right rear caster mounting area when the engine is lifted.

Solution

See Bulletin Number 5100 for details.

Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0648509EN*

Solution Usage 0

Description

When scanning an 8.5x11 inch document using either PDF or TIF via E-Mail, HDD or FTP, the received document indicates a size of 8.48x10.96.

Solution

CAUSE: This is a known product limitation.

SOLUTION: Konica Minolta will not address this issue on current products, however a correction will be pending on future products.

Solution ID TAUS0648557EN*

Solution Usage 0

Description

J32-04 when making copies; especially with legal and letter-R originals.

Solution

CAUSE: Problem with ADU.

SOLUTION: Replace the ADU Open/Shut (p/n 56AA- 51102).

Solution ID TAUS0648989EN*

Solution Usage 0

Description

FS210M, J72-91 only when tri-folding.

Solution

CAUSE: Failure of finisher relay board.

SOLUTION: Reseat the connectors on the finisher relay board and the finisher CB and verify operation. If issue persists, replace the finisher relay board (p/n 14JT-9320).

Solution ID TAUS0649080EN*

Solution Usage 0

Description

Intermittent black copies with paper wrapping around drum.

Solution

CAUSE: Poor drum ground.

SOLUTION: Clean and service the front and rear drum bearings. Clean only the inner circumference of the bearing and the drum shaft. Use Scotch-Brite* or emory cloth to clean build-up. Do not lubricate or flush bearing with alcohol. The bearing is packed with conductive grease which is needed for proper operation. Replace the bearing if does not turn properly or if the bearing appears worn. Make sure the drum shaft coupler is flush against the drum flange and the notch is flush with the front bearing when reinstalling.

* Trademark ownership information

Solution ID TAUS0649101EN*

Solution Usage 0

Description

New parts (blade support spacer).

Solution

See KOM051624.pdf for details.

Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0649621EN*

Solution Usage 0

Description

PROBLEM: SC 77-54 is displayed when trying to output punched sets with the FN-113 or FN-122 finisher. The code appears only when attempting punch.

Solution

PROBABLE CAUSES:

1. The punch motor pulse sensor (PC15) has failed.
2. The Finisher Control Board (PWB-A) has failed.
3. The punch motor (M11) has failed.

SOLUTION:

To troubleshoot the SC 77-54 code, verify that the M11 (punch motor) is turning. To do this, initiate a punch operation and watch the motor. If the motor turns and then gives a code, replace PC15 (punch motor pulse sensor) . If the M11 (punch motor) is not turning replace the PWB-A (Finisher Control Board). If issue persists the M11 punch motor) should be replaced.

Note: Part Numbers:

PC14 = 4640-0902-01

M11 = 4643-0751-01

PWB-A = 4698-0101-01 PWB (the same for FN-113 and FN-122). Change EPROM from original board since ROM is different.

Solution ID TAUS0650304EN*

Solution Usage 0

Description

Unable to scan to E-mail and a 1001 error message is indicated on the error log.

Solution

CAUSE: The SMTP name is being used instead of the TCP/IP* address.

SOLUTION: Change the SMTP name to a TCP/IP address.

* Trademark ownership information

Solution ID TAUS0650547EN*

Solution Usage 0

Description

Can Di551/Di650 developer be used in the 7155?

Solution

Developer for the Di551/Di650 can not be used in the 7155.

Solution ID TAUS0651114EN*

Solution Usage 0

Description

How to input the network path when setting up IPP for Microsoft* Windows 9x, ME, 2000, XP or 2003.

Solution

To input the network path for IPP, perform the following:

1. Click Start, choose Settings, and then choose Printers.
2. In the Printers window, double-click the icon for the print driver.
3. Choose Properties from the File menu.
4. Click the Details tab, and then click Add Port. The Add Port dialog box will appear.
5. Enter the network path for the printer as follows: http://IP address or DNS name:631/ipp.
6. Click OK.

Note: IPP printing across a router requires port numbers 631 and 80 to be unblocked.

* Trademark ownership information

Solution ID TAUS0651950EN*

Solution Usage 0

Description

Can the PI110 single tri-fold a stack of single page originals?

Solution

The PI110 can not single tri-fold a stack of single originals. Originals must be inserted one at a time to tri-fold from the PI110

Solution ID TAUS0652452EN*

Solution Usage 0

Description

J31-01, M5 conveyance motor does not operate in diagnostics or during the copy process..

Solution

CAUSE: The conveyance motor has failed.

SOLUTION: Replace the failed M5 conveyance motor (p/n 56AA-3005).

Solution ID TAUS0652568EN*

Solution Usage 0

Description

How to set the priority scanning method when entering the Scan Mode. The default method is Scan to E-mail.

Solution

To set the priority scanning method when entering the Scan Mode, perform the following:

1. Enter the [25] Service Mode by powering on the copier while continuously depressing the 2, and 5 keys on the ten key pad.
2. Select [1] Soft Switch Setting Mode.
3. Set DIPSW 29-6, and 29-5 to obtain the proper priority scanning method; E-mail (0,0), HDD (0,1), and FTP (1,0).
4. Restart the copier by powering OFF/ON the copier.

Solution ID TAUS0653693EN*

Solution Usage 0

Description

Scan to E-Mail intermittently will lock the NIC after a scan to E-mail.

Solution

CAUSE: The DNS name is used/input in the SMTP server setting.

SOLUTION: Change the DNS name to the SMTP TCP/IP* address.

* Trademark ownership information

Solution ID TAUS0654173EN*

Solution Usage 0

Description

The Z-Fold and Punch options are grayed out on the control panel.

Solution

CAUSE: The faulty part isolation switches have been set.

SOLUTION: Please confirm that DIP SW 19 bit 4 and DIP SW 19 bit 5 are set to 0.

Solution ID TAUS0654674EN*

Solution Usage 0

Description

PI110, J72-35, new establishment of the multifeed preventing sheet/2.

Solution

Refer to Bulletin #5452.pdf for details.

Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:

[[<http://www.adobe.com/products/acrobat/readstep2.html>]| URL
<http://www.adobe.com/products/acrobat/readstep2.html>]]

* Trademark ownership information

Solution ID TAUS0655896EN*

Solution Usage 0

Description

Images opened in File Magic* (by Fortis*) print out as a negative via the PCL driver. Whites are black and vice-versa.

Solution

CAUSE: This application uses the Windows Image Viewer* to view documents. This is a known issue with Windows Image Viewer and the Konica PCL* driver.

SOLUTION: As a workaround, select the negative check box in the graphics tab of the PCL driver. It may be necessary to create another driver and set negative as the default in that driver. The user should then select this driver when printing from this application.

Note: This issue does not occur when printing from the Adobe* PostScript* or Visual PostScript driver for this controller.

* Trademark ownership information

Solution ID TAUS0656203EN*

Solution Usage 0

Description

Mail Merge staples all pages together, but end user would like to separate mail merge into separate jobs based by name or address.

Solution

Download and import [[word_mail_merge_printing|URL http://techweb.konicabt.com/tpm/media/word_mail_merge_printing.pdf]] into normal.dot. Set up the driver you want to use as the default and then set the finishing features desired in Printing Preferences. Run normal.dot under macros, you should be presented with a question of how many sections are in the merge (i.e., how many pages before the next name or address in the merge).

Solution ID TAUS0656297EN*

Solution Usage 0

Description

SAP Device Types Availability.

Solution

Refer to Bulletin #06-GB-039.pdf for details.

Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:

[[<http://www.adobe.com/products/acrobat/readstep2.html>| URL

<http://www.adobe.com/products/acrobat/readstep2.html>]]

* Trademark ownership information

Solution ID TAUS0656486EN*

Solution Usage 0

Description

How to load 32 bit XP drivers on a Windows* 2003 64 bit server for driver migration to the 32 bit clients.

Solution

32 bit driver files are not recognized when attempting to load on a 64 bit system, therefore the files must be pulled from a 32 bit system in order to add additional driver support on a 64 bit server.

1. After installing the PCL, PS(Visual), PS(Plug-in) or PS(Adobe*) driver on the server, install the same type driver (32 bit version) on one of the clients.
2. The driver files will be placed in C:\WINDOWS\inf folder on the client.
3. Share this folder on the network so that the 64 bit server has access.
4. From the server, when adding additional drivers, browse to the shared folder on the workstation
5. Select the appropriate .inf file from the shared folder on the client - the driver files will then be pulled over to the server to support other 32 bit clients when migrating the driver files.

Note: It is important to install the same type of driver on the client to match the driver installed on the server.

* Trademark ownership information

Solution ID TAUS0701411EN*

Solution Usage 0

Description

J72-16, J32-01, J32-02 codes when copying/printing.

Solution

CAUSE: Entrance guide plate on the finisher has become damaged causing paper to jam.

SOLUTION: Re-form the entrance guide plate to allow smooth paper passage.

Solution ID TAUS0618200EN***Solution Usage****Description**

DF316, CLOSE ADF COVER is displayed constantly and will not clear.

Solution

CAUSE: Dipswitch 31-01 in the 25 mode has been accidentally enabled. This dipswitch is not listed in the service manual. It is possible that it was changed when someone was attempting to enable data collection displays (30-1).

SOLUTION: To resolve the CLOSE ADF COVER message, perform the following:

1. Access the 25 mode (hold down the 2 and 5 keys at power up).
2. Select [1] (Software SW setting).
3. Use the arrows to scroll to dipswitch 31-1.
4. Press the OFF button once. The top of display should now indicate SOFTWARE SWITCH SET MODE 31-1:0.
5. Press RETURN, MODE CHANGE and then BASIC SCREEN to return to normal operation.

Solution ID TAUS0621201EN***Solution Usage****Description**

Is there a printable report that displays all scan to E-mail errors?

Solution

The 7155 or 7165 does not have the capability to print out a report regarding scan to E-mail errors.

Solution ID TAUS0626720EN***Solution Usage****Description**

How to isolate Tray 2.

Solution

To isolate Tray 2, perform the following:

1. Access the 25 mode.
2. Touch [Software SW setting] on the touchscreen.
3. Scroll to dipswitch 18-1.
4. Touch [ON (1)] on the touchscreen.
5. Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0626956EN***Solution Usage****Description**

Is Bates Stamping supported?

Solution

Bates Stamping is not supported.

Solution ID TAUS0642739EN***Solution Usage****Description**

J21-02 at power up.

Solution

CAUSE: Drum wrap jam; the Dmax sensor has detected a paper on the drum surface while in the idle state.

SOLUTION: Remove the drum unit from the machine and inspect the area in front of the Dmax sensor for a sheet of paper. Remove any paper found in the vicinity of the Dmax sensor. If, no paper is present in front of the Dmax sensor, the Dmax sensor should be cleaned.

Replace the toner control board sensor (p/n 56AA-9100 for 7155/7165/FORCE65) or (p/n 4024-1017-01 for Di551/Di650)if necessary.

Solution ID TAUS0649327EN***Solution Usage****Description**

How to disable Platen APS.

Solution

To disable Platen APS, perform the following:

1. Press the HELP key.
2. Press Key Operator Mode which is displayed on the touchscreen.
3. Touch the down-arrow on the lower left corner of the touchscreen.

4. Touch [13 Memory switch setting] on the touchscreen.
5. Touch the down-arrow on the lower left of the touchscreen until number [10 Platen APS] is displayed.
6. Touch [Change Setting Contents] on the lower middle of the touchscreen until the desired setting is displayed.
7. Press RETURN on the touchscreen a couple of times to return to normal mode.

Solution ID TAUS0655608EN*

Solution Usage

Description

Are Konica Minolta MFPs compatible with Category 6 cable standard?

Solution

Konica Minolta MFPs are fully compatible with Category 6 cable standard.
 Category 6 cable is a cable standard for Gigabit Ethernet and other network protocols that is backward compatible with the Category 5/5e and Category 3 cable standards.
 Cat-6 features more stringent specifications for crosstalk and system noise. The cable standard is suitable for 10BASE-T/100BASE-TX and 1000BASE-T (Gigabit Ethernet) connections and it provides performance of up to 250MHz.

Solution ID TAUS0658027EN*

Solution Usage

Description

J17-01 Error Code when attempting to feed from Tray 3.

Solution

CAUSE: Insufficient feed due to mechanical/electronic failure.

SOLUTION: Locate the source of the failure by:

1. Checking PS36 and PS44.
2. Checking 2nd Conveyance Section.
3. Checking all clutches, bearings and rollers.
4. Replacing Printer Board (p/n 56AA-9021) and ADU Board (p/n 56EA-9042) if needed.
5. Flashing the copier with current firmware.

Solution ID TAUS0700318EN*

Solution Usage

Description

J92-03and unable to find any jammed paper.

Solution

CAUSE:PS45 (reversal sensor) is reading paper due topaper duston thereflector pad or the sensor has failed.

SOLUTION:Access the 47 mode, input code80, P-01-P. IfPS45 readsLOW, the sensor is working.If the signal remainsHIGH, locate the sensor (lower section of the ADU, handle 13) and verify that thereis no jammed paper. Clean the reflector pad. Ifstill unable to change thesignal state of PS45, remove the ADUDB cover, powerOFF the machine (both switches), and reseal all the associated connectors and their wires on the ADUDB.Power the machine ON and, in the47 mode, code 80, P-01-P, see if the reading is now LOW. If not, replace PS45 (p/n 08AA85510).

Solution ID TAUS0700706EN*

Solution Usage

Description

Blur 45-50mm from leading edge of prints/copies.

Solution

CAUSE: The printer drum clock adjustment is incorrect causing a mismatch of speed between the paper and the image on the drum.

SOLUTION: Perform the printer drum clock adjustment as outlined in the service manual under timing adjustments.

Solution ID TAUS0700975EN*

Solution Usage

Description

J92-1 when duplexing.

Solution

CAUSE: Worn de-curling roller.

SOLUTION: Replace de-curling roller(p/n 56AA53070).

Solution ID TAUS0700990EN***Solution Usage****Description**

Intermittent skewed copies when using the RADF.

Solution

CAUSE: Dirty or failed original skew detection control sensor PS307 (front) and/or PS308 (rear).

SOLUTION: Clean or replace PS307 (p/n 13QA85510) or PS308 (p/n 13QA85510) as needed.

Solution ID TAUS0701285EN***Solution Usage****Description**

Unable to access printer mode using the Printer Key on the operation panel.

Solution

CAUSE: The memory is scrambled.

SOLUTION: Please call the Konica Minolta SSD Hotline for initialization procedure.

Note : The main body serial number must be input after the initialization procedure. Failure to do so will result in an SC56-04 code.

Solution ID TAUS0701845EN***Solution Usage****Description**

SC46-14 intermittently.

Solution

CAUSE: Poor connection on the Image CB or a failed Image CB.

SOLUTION: Reseat all connectors on the Image CB. Replace the Image CB if needed (p/n 56AA-9013).

Solution ID TAUS0702146EN***Solution Usage****Description**

How to perform Print Screens (screen shots) from a Microsoft® Windows OS and Macintosh® OS.

Solution

Please see the attached document for detailed information.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

<http://www.adobe.com/products/acrobat/readstep2.html>**Solution ID** TAUS0702890EN***Solution Usage****Description**

Printing to a Windows Samba shared printer from a Macintosh®.

Solution

Please perform the step-by-step procedure mentioned in the attached document.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

<http://www.adobe.com/products/acrobat/readstep2.html>**Solution ID** TAUS0702892EN***Solution Usage****Description**

Availability of 64-bit PCL printer drivers.

SolutionThe latest 64-bit PCL printer drivers are available via the Konica Minolta Download Selector. Access the Selector from the the KMBS public site (<http://www.kmbs.konicaminolta.us>) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.**Solution ID** TAUS0702893EN***Solution Usage****Description**

Availability of an Adobe® PostScript printer driver for Intel® Macintosh®.

Solution

The latest Adobe® PostScript printer drivers for Intel® Macintosh® are available via the Konica Minolta Download Selector. Access the Selector from the the KMBS public site (<http://www.kmbs.konicaminolta.us>) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0702943EN***Solution Usage****Description**

Availability of 64-bit Virtual PostScript printer drivers.

Solution

The latest 64-bit Virtual PostScript printer drivers are available via the Konica Minolta Download Selector. Access the Selector from the the KMBS public site (<http://www.kmbs.konicaminolta.us>) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
